

VIETNAMESE
COMMUNITY IN AUSTRALIA
SOUTH AUSTRALIA CHAPTER INC



ANNUAL REPORT

2023-2024

CONNECT > EMPOWER > SUPPORT

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VCASA MISSION STATEMENT

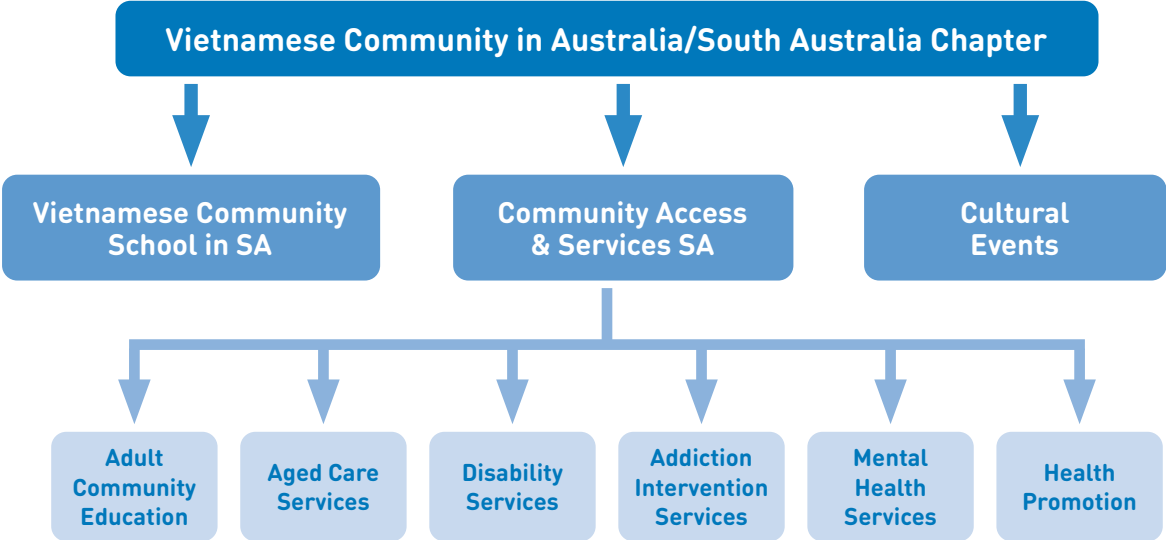
We aim to serve the interests of all South Australians of culturally and linguistically diverse backgrounds with the aim of building a cohesive and vibrant community that can make a positive contribution to our multicultural society.





OUR ORGANISATION

ORGANISATION STRUCTURE



BOARD OF MANAGEMENT



PRESIDENT
Mrs Kim Khuyen Tran



**VICE PRESIDENT
INTERNAL AFFAIRS**
Mr Tony Pham



**VICE PRESIDENT
EXTERNAL AFFAIRS**
Mr Tien Pham



**VICE PRESIDENT
FOR PLANNING**
Ms Le Quan Chuong



GENERAL SECRETARY
Ms Jennifer Nguyen



TREASURER
Ms Holly Le



PRESIDENT'S REPORT

"Our Vietnamese Community in Australia (SA Chapter Inc) was founded 46 years ago by Vietnamese refugees who risked their lives to escape communism, in search for freedom".

I have recited this guiding principle from our Association's Constitution many times over, because 'with knowledge of our past, we can explain our present; and when we can explain our present, we can prepare for our future'.

As I reflect on the privilege of democracy and gender equality in Australia, I extend a heartfelt **"Thank you"** to 475 members of our Vietnamese Community in South Australia who endured 37-degree heat to voluntarily attend an extraordinary Election Day on Saturday 20th January 2024. On this historic day, 462 members cast their vote be part of a 97% majority to elect a new and refreshing Management Committee (MC26), led by VCASA's first female President since 1978.

Our Team is comprised of intergenerational and interdisciplinary skilled individuals, and I am deeply grateful to each member of MC26 for their courage to join with me to make a difference for our Vietnamese Community in South Australia (VCASA):

- › Mr Tony Pham, Vice President Internal Affairs
- › Mr Tien Pham, Vice President External Affairs
- › Mrs Le-Quan Chuong, Vice President Planning
- › Mrs Phan (Holly) Le, Treasurer
- › Miss Nhung (Jennifer) Nguyen, Secretary

On behalf of MC26, I am delighted to present the 2024 Annual Report summarizing the recent activities and accomplishments of VCASA.

Within only nine months, Our Community have embraced and supported MC26 to make wonderful things happen:

- 1 MC26 *"hit the job sprinting."* We completed orientation and transitioned into our responsibilities concurrent to leading VCASA.
- 2 MC26 actively listened and sought legal, financial and psychosocial advice from industry experts. Within four months, we restored member confidence, staff

stability, client satisfaction and ignited activities back into the Vietnamese Community's Hall of Freedom, 62 Athol St, Athol Park

- 3 MC26 implemented vital changes to prioritise the health, well-being and job satisfaction for our staff and volunteers; particularly to encourage and support internal career advancement opportunities.
- 4 MC26 will continue to empower volunteers to participate and partner with us, towards Our Team aspiration, *"A United Vietnamese Community for Our Future Generations"*

Our volunteers are the heart of Our Community. They are an active vital organ: engaging, participating and contributing towards Our City and Our State.

Together, we have successfully delivered:

- › Year of the Dragon: Vietnamese Adelaide Tet Festival
- › The Hung King's 4,903 Commemoration Ceremony
- › 49th Anniversary Commemoration of the Fall of Saigon
- › Premiere of film documentary, *"Boatpeople: A 50-Year Journey - Embracing Death on the Quest for Freedom"* by Director/Producer Mrs Thanh Tâm
- › Vietnamese Community School "Share, Show & Tell" Assembly
- › Vietnamese Full Moon Children's Festival

Please mark your calendars for VCASA's two culturally significant events next year:

Saturday 1st & Sunday 2nd February 2025



Year of the Snake: Vietnamese Adelaide Tết Festival

📍 Vietnamese Community's Hall of Freedom,
62 Athol St, Athol Park

Wednesday 30th April 2025



50-Year Anniversary Commemoration of the Fall of Saigon (A formal reception)

📍 Evening time and venue to be advised

PRESIDENT'S REPORT

On behalf of VCASA, I would like to sincerely thank the Premier of South Australia, Hon. Peter Malinauskas MP, Ministers, Members of Parliament, Mayors, Councillors and leaders from multicultural communities for your continual engagement and participation with the Vietnamese Community in SA. The support from Federal, State and Local Government instils motivation for our younger generation of South Australians from a Vietnamese heritage to foster and share our culture and language to benefit South Australia's multicultural society.

We sincerely thank the collegial cooperation of our passionate leaders and staff from Community Access & Services SA; our dedicated volunteers and teachers from Vietnamese Community School SA; and all our committed community volunteers

for your "trust, love and hope" in us. A final note to thank Our Community Advisory Committee, MC26 feel proud and privileged that you have instilled courage and confidence to help us lead this momentous chapter of VCASA.



*Well-done to Our Community,
Our Team of volunteers.
Your love for MC26,
Deserves praise, and lots of cheers.*

*We proudly share Our Culture,
Our Team will show & tell.
Thanks for all that you do,
Supporting us all, so very well.*

*Each member is unique,
Through diversity, we unite.
With your "trust, love, and hope" in us,
Our Community will shine bright.*

KHUYÊN (QUIN) TRẦN

President

Vietnamese Community in Australia (SA Chapter Inc)





CAaSSA - Connecting the community

CAaSSA MISSION STATEMENT

Connecting and Empowering CALD communities by providing holistic care and support.



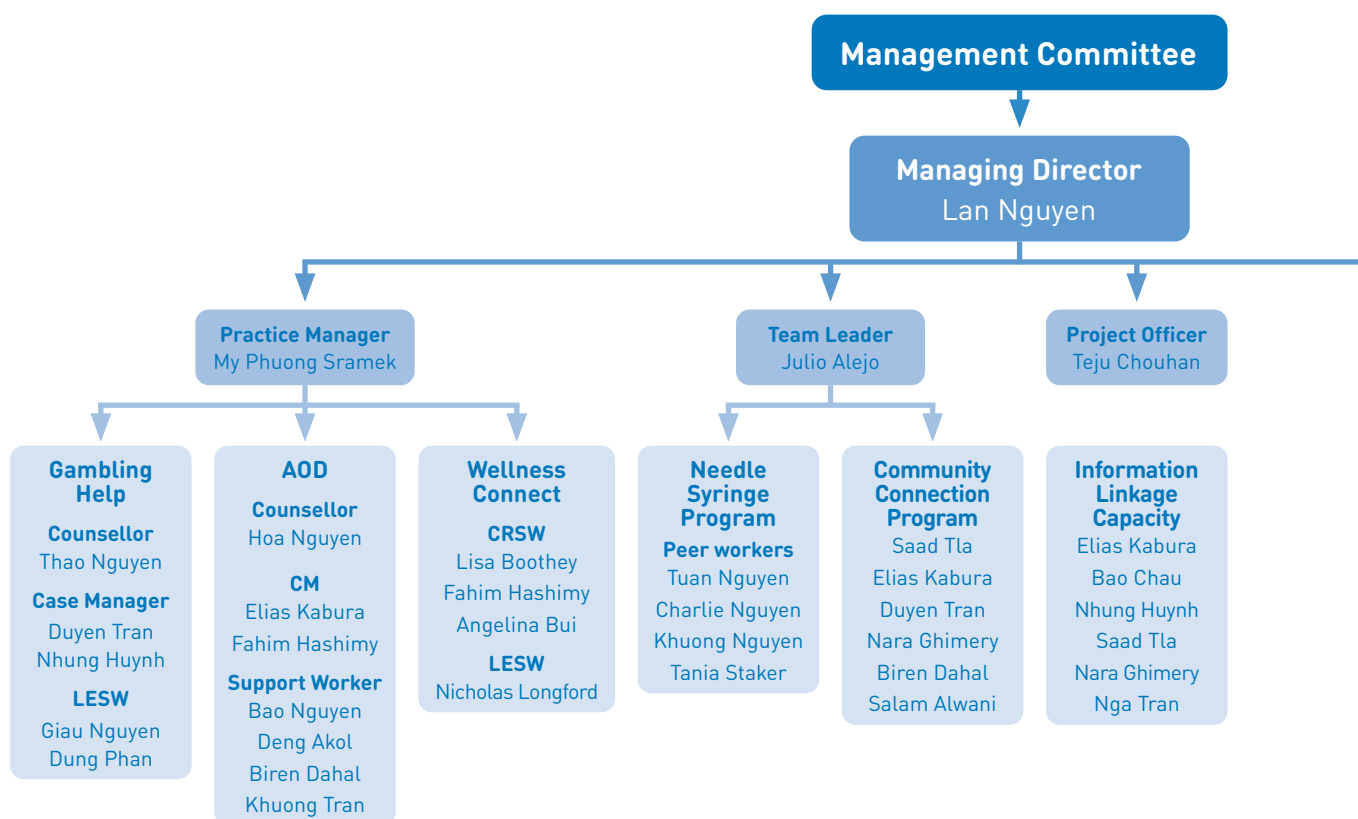
OUR ORGANISATION

Community Access and Services SA (CAaSSA) is a social and community service operating under the umbrella of the Vietnamese Community in Australia / SA Chapter Incorporated (VCASA). Originally known as VCASA's community and social services since 1981, the service was rebranded in 2012 to Community Access and Services SA (CAaSSA) to reflect its expanded capacity to support diverse communities beyond the Vietnamese community.

CAaSSA aims to empower individuals who are disadvantaged in terms of social, health, and socio-economic needs. At CAaSSA, over 95% of our frontline and management staff come from Culturally and Linguistically Diverse (CALD) backgrounds. Many of our team members have personally experienced the challenges of refugee settlement and migration in Australia. These experiences have enriched our work and enabled us to prioritize culturally and linguistically appropriate services for our target groups.

ABOUT CAaSSA

ORGANISATION STRUCTURE



MANAGEMENT STAFF



**CAaSSA
Managing Director**
Lan Nguyen



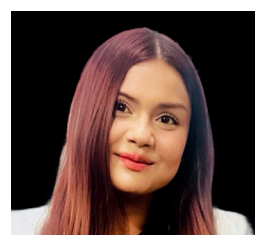
**Acting Managing
Director**
My-Phuong Sramek



Facility Manager
Nhung Pham



**Aged Care
Team Leader**
Huong Nguyen



**NDIS
Team Leader**
Shreeja Karki



**Support Worker
Coordinator**
Huong Huynh



**ACE
Coordinator**
Hang Ngo



**CCP and NSP
Team Leader**
Julio Alejo

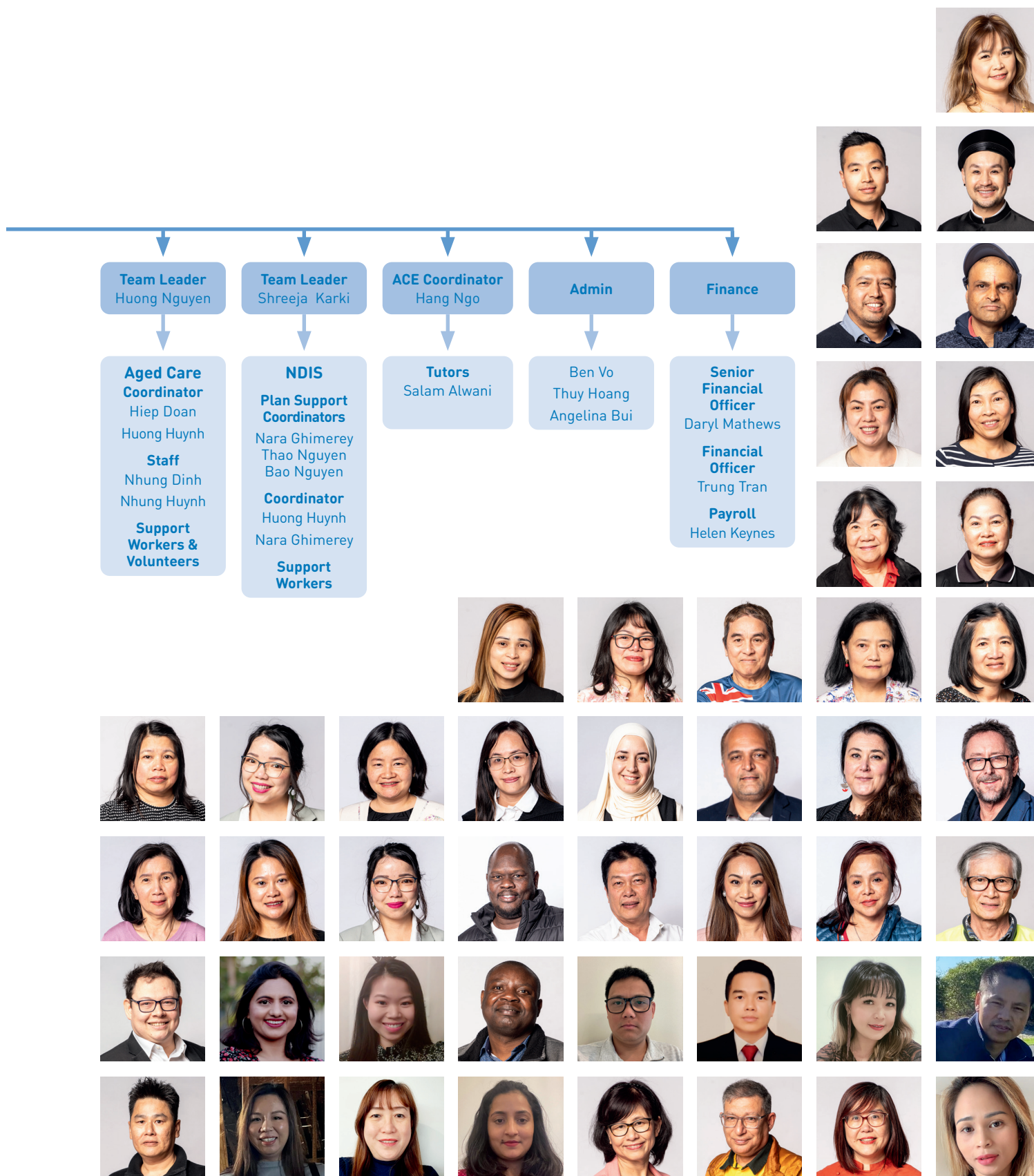


Financial Officer
Daryl Mathews



**ILC Project
Coordinator**
Teju Chouhan

CAaSSA STAFF



MANAGING DIRECTOR'S REPORT



27 Years of Leadership at Community Access and Services SA

*“The difference between ordinary
and extraordinary is that little extra”*

(Jimmy Thompson)

As I approach the conclusion of my tenure as Managing Director of Community Access and Services SA (CAaSSA), I reflect with pride on the remarkable growth and transformation of the organization over nearly 30 years of service to the community.

Our Beginnings

When I joined CAaSSA in 1997, the organization was a small, dedicated team of 7, primarily focused on serving the Vietnamese community. Our mission was clear: to provide essential support services to a population who are Vietnamese refugees that faced language and cultural barriers, ensuring they had access to vital social and health services during their settlement in a new country.

Expansion and Growth

I have witnessed firsthand the evolution of our organisation, from a single-community focus to a diverse, multicultural service provider. Today, CAaSSA has grown to a team of 80 passionate staff, reflecting the multicultural makeup of South Australia. We now serve individuals from a wide range of cultural backgrounds, offering comprehensive support across social, health/mental health, treatment intervention and community services.

Looking Ahead

As I am leaving my position CAaSSA's Managing Director, I am filled with confidence about CAaSSA's bright future. The organization is well-equipped to carry on its mission of inclusivity, service, and community empowerment. I depart with immense gratitude for the opportunity to serve, assured that the next generation of leaders will continue to build on our strong foundation.

KEY MILESTONES INCLUDE:

Expansion of Services

From social support to a broad range of health/mental health, aged care, disability, employment pathways, and community services.

Multicultural Outreach

Extending our reach beyond the Vietnamese community to serve other cultural groups, including refugees and migrants from various parts of the world.

Partnerships and Collaborations

Building strong partnerships with local councils, health departments, and multicultural organizations to better meet the needs of a growing and diverse population.

Our Impact

Over the years, CAaSSA's impact has grown rapidly and steady. We have empowered thousands of individuals from diverse backgrounds to access essential services, reducing isolation and improving quality of life. Our staff's dedication, many of whom reflect the communities we serve, has been the key to our success.

A heartfelt thank you to our incredible team of staff and volunteers—you have gone the extra mile of “that little extra”, making a significant impact on our organization. I also extend my gratitude to our Vietnamese community, community leaders, and partners who have supported us throughout these three decades of growth and impact.

LAN NGUYEN



ACTING MANAGING DIRECTOR'S REPORT

This year at CAaSSA, we have witnessed the transformative power of community and commitment, as lives were changed and new opportunities were created for those who needed it most.

It has been a year of remarkable growth and specialisation in our community and health services for individuals from culturally and linguistically diverse (CALD) backgrounds. As we expanded our service footprint across the Adelaide metropolitan area, several key milestones were achieved, reflecting our dedication to excellence and inclusivity.

One moment that stood out to me this year was when I visited the Bhutanese Garden Group who had turned their hobby of gardening into a thriving small business. Their pride and sense of accomplishment were palpable, and it reminded me why our work at CAaSSA is so vital. This encounter is just one example of how our programs are making a tangible difference in people's lives.



In the past year, our Drug Treatment and Support service, now entering its second year of operation, has continued to evolve as a critical support system for CALD communities. This service has become a lifeline

for many, providing essential assistance to those most in need. Additionally, our Wellness Connect Program has successfully broadened its reach, offering psychosocial support to individuals facing mental health challenges. By providing both group and one-on-one support, we have been able to address the diverse needs of our clients more effectively.

Another achievement is CAaSSA's NDIS services have continued to grow serving people with disability from CALD backgrounds during the past financial year. Our unwavering focus on delivering high-quality services, characterised by integrity and genuine care for participants and their families, has solidified CAaSSA's reputation as a trusted provider within multicultural communities.

The demand for aged care support has also surged, leading to a nearly 40% increase under Home Care Package partnership services. This growth is a testament to our dedication to helping elderly individuals remain in the comfort and supportive environment of their own homes, surrounded by family.

Our efforts to empower individuals from CALD backgrounds, particularly those with disabilities and those experiencing social isolation, have been particularly successful. We have launched new initiatives under the banner of "Turning Hobbies into Money." Through their participation, they have fostered a sense of belonging, improved their health and well-being, developed skills for employment and reduced social isolation. For example: The Friendship Café, which began as a hobby group focused on learning how to make coffee, now operates weekly at CAaSSA, serving as a vibrant social hub every Wednesday.

In response to the growing demand for our services, CAaSSA has expanded its service locations, opening a new office in Woodville earlier this year. We now operate from three locations: Athol Park, Woodville, and Salisbury, enhancing our ability to serve the community more effectively.

ACTING MANAGING DIRECTOR'S REPORT

As our organisation grows, so do the challenges associated with maintaining high quality service standards. In this financial year, CAaSSA have successfully achieved our accreditations with Aged Care Quality Standards, NDIS Practice Standards and National Standards for Mental Health Services.

On behalf of CAaSSA, I would like to extend my sincere gratitude to the Management Committee members, all our volunteers, staff, and QIC members who have worked tirelessly to achieve the remarkable outcomes of this year. I also wish to thank our stakeholders and Government partners for their continued partnership and collaboration.

As one participant in our Wellness Connect Program shared,

“CAaSSA has given me the support I needed to regain control of my life. The sense of community here is incredible.”

Together, we have made a positive impact on the lives of the most disadvantaged individuals from CALD backgrounds. Looking ahead, we are not only committed to maintaining our high standards of service but also to exploring innovative ways to reach even more people in need. The challenges are significant, but our dedication to creating positive changes in the lives of CALD communities remains unwavering.

As we move into the next year, I invite all of you to join us in our mission to build a more inclusive and supportive community. Together, we can continue to make a difference, one life at a time.

Acting Managing Director
MY PHUONG SRAMEK

STAFF TRAINING & DEVELOPMENT

10/8/2023

Risk Management Training

18/8/2023

Cultural Awareness Training
- Vietnamese Cultures

31/08/2023

Budgeting Program Evaluation

1/09/2023

Grant Application

7/9/2023

Conflict Resolution

8/9/2023

Leadership Training

18/9/2023

Provide Cardiopulmonary
Resuscitation (HLTAID009)

19/09/2023

Family Training

21/11/2023

Bullying and Harassment

13/1/2024

Conduct Manual Tasks Safely
(HLTWHS005)

23/1/2024

Quality, Safe, and You
- NDIS Worker Orientation

30/1/2024

Mental Health Initial Assessment
and Referral

2/2024

Cyber Security Essential for
NFP Staff

4/2024

Cyber Security Self Assessment
and Work Plan Development
(Part 1)

4/2024

The Evolving Cyber Security
Threat Landscape

4/2024

Advanced Cyber Security for
MS 365 & AI

9/4/2024

Trauma Informed Care

10/4/2024

Trauma Informed Care

19/6/2024

Fire Extinguisher

19/6/2024

Fire Warden

QUALITY IMPROVEMENT SYSTEM

CAaSSA commits to continuous improvement of services. The CAaSSA's Quality Improvement System, driven by the efforts of the Quality Improvement Committee, has resulted in the achievement of key service standards, the development of essential policies, and improvements in operational systems. Through regular committee meetings and proactive quality initiatives, CAaSSA continues to enhance its service delivery and remain a leader in aged care, disability support, and mental health services.

QUALITY IMPROVEMENT COMMITTEE (QIC)

The QIC plays a central role in the oversight and enhancement of service quality at CAaSSA. The committee consists of all senior management staff, key personnel as followed:

- > Interim Chief Executive Officer
- > Managing Director/Acting Managing Director
- > Managers
- > Program Team Leaders
- > Project Officers
- > Senior Financial Officer
- > Work Health and Safety Officer
- > Facility Manager
- > IT Officer

The committee convenes monthly to address and review matters related to service quality, work health and safety, and risk management. This regular engagement ensures a proactive approach to maintaining and improving service delivery standards across the organization.



*Quality Improvement
Committee (QIC)*

ABOUT CAaSSA

ACHIEVEMENTS IN QUALITY SERVICE STANDARDS

During the this financial year, under the leadership of the QIC, CAaSSA underwent several audits and successfully achieved compliance with multiple service standards. These include:

- › Aged Care Quality Standards
- › NDIS Practice Standards
- › National Standards for Mental Health Services
- › Australian Service Excellence Standards

This achievement reflects CAaSSA's commitment to maintaining high standards in its services, particularly in aged care, disability support, and mental health.

POLICIES AND PROCEDURES DEVELOPMENT, IMPLEMENTATION, AND REVIEW

As part of its responsibilities, the QIC has actively engaged in the development, review, and implementation of various policies and procedures to enhance the organization's operations. The following policies were reviewed, updated, or newly introduced during this period:

- › Healthy and Well-being in the Workplace Policy
- › Planning Policy
- › Staff Supervision Policy
- › Student on Placement Policy
- › Trauma-Informed Care Policy
- › Anti-Fraud and Anti-Corruption Policy
- › NDIS Code of Conduct and Duty of Care Policy
- › NDIS Intake Flowchart
- › Updated Service Agreement (CAaSSA - NDIS Participants)
- › NDIS Flowchart for Plan Support Coordinator

These policy developments ensure that CAaSSA's operations remain compliant with relevant regulations while fostering an environment that prioritizes the well-being and professional development of its staff and clients.

OTHER IMPROVEMENT ACHIEVEMENTS

In addition to policy updates, CAaSSA made significant strides in other areas to improve its service delivery and operational efficiency:

- › **Database System Implementation:**

New database systems were set up and implemented across various programs, including AOD (Alcohol and Other Drugs) services, aged care, and NDIS. This improved data management and service coordination.

- › **Cybersecurity Enhancements:**

An internal IT review led to improvements in CAaSSA's cybersecurity systems, ensuring better protection of sensitive information.

- › **Trauma-Informed Care Training:**

All CAaSSA staff received training on trauma-informed care, enabling them to incorporate this approach into their everyday practices. This training has further enhanced CAaSSA's capacity to deliver compassionate and sensitive services to its clients.

COMMONWEALTH HOME SUPPORT PROGRAM COMMUNITY CARE

Aged Care Senior Staff



The Commonwealth Home Support Program (CHSP) is designed to provide essential services to help older Australians live independently and with dignity in their homes. This report focuses on promoting these services to one of our key communities, the Vietnamese elderly population, ensuring that culturally appropriate and accessible support is available to them.

Vietnamese elderly individuals often face unique challenges, including language barriers, social isolation, digital illiterate, lack of access to information and services, and differing cultural expectations of aging and care. Our goal is to address these challenges by providing the CHSP in a culturally sensitive way that resonates with the Vietnamese community.

This report outlines our 2023-2024's service strategies, including:

- > Enhance health literacy and service system awareness among Vietnamese elderly.
- > Holistic culturally appropriate services that cater to their needs.
- > Collaboration with family, community leaders and organizations for co-design of service and effective outreach.



“ I am living alone, and have been using In-Home Services from CAaSSA for more than 5 years to assist me with transport for all essential appointments or shopping which I found out it is very helpful for my needs. I am satisfied with CAaSSA Staff support and I'd love to be with CAaSSA for long term. ”

Feedback from an elderly person
using our Service

COMMUNITY CARE

1. Health information were provided to the elderly through various methods:

- Guest speakers were invited to our Social Groups to provide information on chronic health management, self-care, Home Care Package and other ageing issues. Health Information and services available provided this year included:
 - ▶ Diabetes SA
 - ▶ Carer SA
 - ▶ SAPOL – Home safety information
 - ▶ Healthy Eating
 - ▶ Hepatitis SA
 - ▶ Home Care Package update
 - ▶ Aged care services
- Information about CAaSSA's Vietnamese Aged Care Service was regularly posted on both Vietnamese newspaper and social media i.e. our website, Face Book. Our Team also organised information sessions at different community groups to raise awareness on the Program and other Aged care services are available in the local community.
- We have also disseminated information leaflets and flyers at Vietnamese festivals such as Tet and Moon festivals and other community events. Staff also presented at the festival Information boot to have face-to-face information provision to event's patrons.

2. The Aged Care Service has a dedicated team of bilingual and bicultural care workers and volunteers who provide culturally safe services to the Vietnamese elderly.

We offer not only in-home services but also a range of other support to help them live independently. Our holistic approach involves working closely with each individual to understand their unique needs and tailor our services accordingly. We also offer:

- Advocacy for complex needs
- Assistance with registering on the My Aged Care portal
- Referrals to My Aged Care for reassessment

- Language assistance, including comprehension of letters from government, services, and hospitals

To help the elderly overcome social isolation, we assist with visiting friends and accessing community events. During times of crisis, such as illness, COVID, or temporary disability, we provide additional services to ensure their needs are met, including banking, shopping, and meal delivery services.

- **Weekly Centre-based Respite Service:** In addition to providing respite for carers, this service aims to improve participants' quality of life by offering a safe and caring environment where they can have fun. This also gives carers a regularly scheduled break. Participants have experienced reduced social isolation and notable improvements in health and memory. The program aims to enhance health and mental well-being through increased community participation and access to social support networks. Meals and transportation are provided for these groups.

“My mom attends the centre-based (respite) program every Monday, and this service is very helpful for me when I need to take some time off to care for her. My mom is very happy when she attends the group, and the activities are very helpful for her dementia.”

Feedback from a carer

- **The Social Support Group (on Tuesdays and Thursdays):** CAaSSA's Community and In-Home Care Service also organises weekly Social Support Groups in Adelaide's Western and Northern suburbs. These groups, held on Tuesdays and Thursdays, promote active ageing and a healthy lifestyle by encouraging community participation, exercises, and various social activities. Meals and transportation are also provided to clients attending the Social Support Groups.

3. Collaboration within a multi-disciplinary team is crucial to ensuring all aspects of an individual's health and well-being are catered for.

Our service also collaborates with GPs, hospitals, and other allied health and mental health professionals to develop a comprehensive shared care plan.

We also offer warm referral to ensure the elderly access to services of their needs, especially local GPs, mental health, My Aged Care, and ACAT

Additionally, we have collaborated with local service network to enhance effectiveness of our services. The partnerships are as followed:

- > SA Health
- > Multicultural Aged Care
- > Norther Collaborative Project
- > Port Adelaide Enfield Council
- > My Aged Care
- > Vietnamese Women's Association
- > Multicultural Communities Council of SA
- > Anglicare SA
- > Accept Care Group
- > Carer SA
- > Diabetes SA
- > SAPOL
- > Hepatitis SA



Furthermore, the team conducts community consultations every six months to identify emerging needs, ensuring that our services are tailored accordingly, particularly in group information sessions. These sessions are designed to address the identified needs. To ensure our services are person-centred, the team leader regularly meets with the elderly and their carers or representatives to co-design personalized care plans.



Aged Care Team

BROKERAGE SERVICES FOR HOME CARE PACKAGE PROGRAM

OUR SERVICE GOALS AND SERVICE STRATEGIES:

Support Transition: We continue to support clients transitioning from CHSP to HCP, ensuring seamless in-home services.

When the existing clients who have recently experience higher needs for services would be support to register for re-assessment with My Aged Care. Due to their language barrier, we continue to supported these elderly and their family through the process until their package are available.

Enhance Daily Living: Our services help clients with daily living activities, fostering confidence and independence to enable them to stay at home longer. Our Service offer a range of domestic assistance and other support services such as attending health/specialist appointments, shopping, personal care, and meal services whilst they encountered situations such as illness or emergency.

Reduce Isolation: We aim to reduce isolation and loneliness by connecting clients with their communities and fostering meaningful relationships. Individuals and their carers are offer to participated in the Social Support Groups where they are connected to other older persons from their own cultural background and participating a wide range of activities that beneficial both their physical and mental health well-being. We also connect them with local services and supports, and building their confidence and support networks.

In addition, we are using the same staff to work with clients transition from CHSP to a Home Care Package. This strategy assists the elderly individuals, especially those having dementia in:

Smooth Transition: Transitioning from CHSP to a Home Care Package can be a significant change. Familiar staff can help ease this transition, making it less stressful for the client and their family.

Consistency and Familiarity: Clients with dementia often thrive on routine and familiarity. Having the same staff helps reduce confusion and anxiety, providing a stable and comforting environment.



55

individuals supported to register and transition from CHSP to Home Care package

Trust and Rapport: Building trust takes time, especially for individuals with dementia. Continuity of care ensures that the client maintains a relationship with someone they already trust, which can significantly improve their overall well-being.

Personalised Care: Staff who have been working with the client already understand their unique needs, preferences, and behaviours. This knowledge allows for more personalized and effective care.

Better Communication: Consistent caregivers can more effectively communicate with the client and their family, ensuring that everyone is on the same page regarding care plans and any changes in the client's condition.

PARTNERSHIPS

Although CAaSSA is not a HCP Provider, we work in collaboration with Home Care Package Providers (HCP) to transition clients from CHSP to HCP through a brokerage arrangement. The following are organisations that have been our partners in this initiative.

- > Anglicare SA
- > Accept Care
- > Let's Get Care
- > Helping Hand
- > Ling Care
- > Uniting Communities SA
- > ACH Group
- > ECH
- > Five Goods Friend
- > Australian Migrant Resource Centre
- > House of St Hilarion
- > Senior Helper Fleurieu
- > Dementia Caring
- > Komplete Care
- > Resthaven
- > Health Care Australia
- > Trilogy Care
- > Grantis Care

NDIS SERVICE WELLBEING, SOCIAL CONNECTION, INDEPENDENT LIVING

Our team are ready to provide the culturally responsive, language-accessible, and compassionate support needed to ensure that every individual can thrive.


Our NDIS team goes above and beyond to support CALD communities. By providing bilingual resources, advocacy, and culturally sensitive support, we ensure that individuals and families from diverse backgrounds can fully access the services they need through the NDIS. We are proud to work hand-in-hand with local organisations, social workers, and families to make the NDIS system more accessible and inclusive for all.

We also assist CALD individuals and their family to navigate the NDIS system. We offer personalised support tailored to the specific cultural and linguistic needs of our clients, ensuring that everyone can thrive.


In 2023-2024, our NDIS team introduced a new service for individuals in need of a Psychosocial Recovery Coach. We successfully coordinated support for over 40 NDIS participants, providing psychosocial recovery coaching and support coordination at levels 2 and 3. Our services are tailored to be inclusive and culturally appropriate, focusing on community support, personal care, daily living assistance, and transportation.

In addition to providing NDIS services, CAaSSA advocates for individuals in the community, particularly those from CALD backgrounds and persons with disabilities. Due to language and cultural barriers, many CALD




 **10%** increase compared to last year, in the number of NDIS participants who began receiving support services from CAaSSA

 **52** NDIS active participants

 **28** Bi-lingual support workers from Afghan, Burundian, Bhutanese, Nepali and Vietnamese cultural backgrounds offering six language groups

 **40+** NDIS participants received Psychosocial Recovery Coach services

 **15** CALD individuals with disabilities were supported to access NDIS Plan

“ Thanks Thao very much for your efficient help. Thanks to you, my kid have more funding to continue her physiotherapy sessions. They love the social group that you found for them. We do not speak English and not sure how to do without your help. ”

“ I am very happy now, I can go to the group, speak with people in the community, do not feel lonely. All thanks for your help. ”

Feedback from NDIS participants

“ Just a quick message on behalf of..... and myself to say thank you for taking on and assisting with..... review and NDIS plan. While it is still a work on progress, connecting with you has been a weight of everyone's shoulders and a positive way forward. ”

Feedback from the family

COMMUNITY CARE



individuals with disabilities were unaware of the NDIS and their potential eligibility for its services. We assisted referred participants in developing the necessary skills and knowledge to access both agency and mainstream services available to them.

At our organisation, we are committed to ensuring that individuals from Culturally and Linguistically Diverse (CALD) communities can access the support they need through the NDIS. We understand that navigating the complexities of the NDIS can be particularly challenging for people who face language barriers, cultural differences, or have limited knowledge of available services. To address these challenges, our NDIS team offers a range of additional services tailored specifically to meet the needs of CALD communities.

CULTURALLY SENSITIVE SUPPORT

Our team is trained to provide culturally appropriate assistance, recognising and respecting the unique experiences of CALD individuals and their families. We work closely with participants to understand their cultural context, family dynamics, and any specific challenges they face, ensuring that the services they receive are relevant and effective.

MULTILINGUAL ASSISTANCE AND RESOURCES

We offer bilingual support and resources to ensure that language is not a barrier to accessing NDIS services. Our staff members collaborate with bi-lingual professionals and community groups to provide clear and accessible information in the participant's preferred language. This allows families to better understand their NDIS plans, their rights, and the community programs available to them.

CAaSSA has developed a multi-lingual Pre-Planning Booklet which is a valuable tool for individuals to understand how to develop and prioritise their goal for their plans.

ADVOCACY AND GUIDANCE THROUGH THE NDIS PROCESS

Understanding and navigating the NDIS system can be daunting for anyone, but it can be especially difficult for those unfamiliar with it due to cultural or language barriers. Our team works alongside individuals and their family to guide them through each step of the process, from initial application to plan implementation. We advocate on behalf of CALD individuals, ensuring that their needs are clearly communicated to NDIS representatives and that they receive the appropriate funding and services.

BUILDING COMMUNITY CONNECTIONS

We recognise the importance of community engagement for CALD individuals, which is why we focus on connecting our clients with local services and support networks. By collaborating with community organisations and social workers, we help clients become active participants in their local communities, fostering a sense of belonging and support. This also aids in strengthening social connections and improving overall wellbeing.

We have also successfully collaborated with other services to support participants in engaging with various community events, thereby enhancing their community connections and social wellbeing. These programs were organized by other initiatives at Community Access and Services SA. The presence of NDIS participants at events such as the International Disability Programme, Bhutanese



Settlement Day, and Harmony Day was a notable success. Participants expressed that these interactions bolstered their social engagement and confidence.

TAILORED SUPPORT PLANS

Every individual's situation is unique, and we believe that NDIS plans should reflect that. Our team works closely with participants to develop personalised plans that cater to their specific needs, whether they involve physical disabilities, mental health issues, or language barriers. We take the time to ensure that participants fully understand how to use their NDIS funding to enhance their capacity, independence, and quality of life.

EMPOWERING FAMILIES

We not only support individuals but have also worked with families to ensure they are equipped to advocate for and support their loved ones. By offering guidance on how to communicate effectively with the NDIS and helping them understand the purpose of their plans, our Plan Coordinators empower families to take an active role in their loved ones' care and development.

WORKING WITH COMMUNITY PARTNERS

Our partnerships with local organisations and service providers enhance our ability to support CALD communities. By collaborating with these partners, we can offer a more holistic approach, providing access to a broad range of services beyond the NDIS, such as



community programs, health services, and social supports. This integrated approach ensures that our clients receive comprehensive care and assistance. This year, we have worked closely with a number of organisations, including Autism SA, Relationship Australia, LACs (FerosCare and BaptCare),

OUR COMMITMENT TO CALD COMMUNITIES

At our organisation, we are proud to be an inclusive and culturally sensitive service provider. Our extra services for CALD communities demonstrate our commitment to ensuring that every individual has equal access to the NDIS, regardless of their background. We are dedicated to breaking down the barriers that prevent CALD individuals and families from receiving the support they need and deserve.



Aged Care and NDIS In-Home Support Workers



COMMUNITY CENTRE SUPPORT SERVICES

CAaSSA Community Centre have a variety of activities to support to community members from culturally and linguistically diverse backgrounds who may have various social and health related issues.

The Community Centre Liberty Hall: is available for various community activities and community groups accessing for their activities. The followings are some of the activities and groups that accessed our Centre during 2023-2024:

- > Sundays Vietnamese Dance Group for over 50 yrs old
- > Lam Son Vo Dao -Vietnamese martial Art
- > Community Language school training and activities for teachers/ volunteers
- > Vietnamese Community School: Mid-year, end-of-year assembly events
- > Public meetings for Vietnamese community
- > Mondays' Centre Respite Services
- > Tuesdays' Social Club for Elderly
- > Thursdays' Social Activities for Elderly
- > Weekly Arabic women's social groups
- > Social groups for Vietnamese with disability and social connection
- > Gambling Help Support group
- > CAaSSA meetings/activities/trainings
- > English and Computer classes
- > Coffee social groups
- > Hall hires for community groups: Viet Tan -fundraising; Traditional events: VCASA; other community groups expression of interests, Moon Festival
- > Private functions/ events from other communities Hall Hire for their community activities: Bhutanese, Indian, Congolese, Afghan, Arabic communities

OTHER KEY ACHIEVEMENTS:

 **202** individuals received free legal consultations on various legal issues

 **170** individuals receive language supports



Admin Team

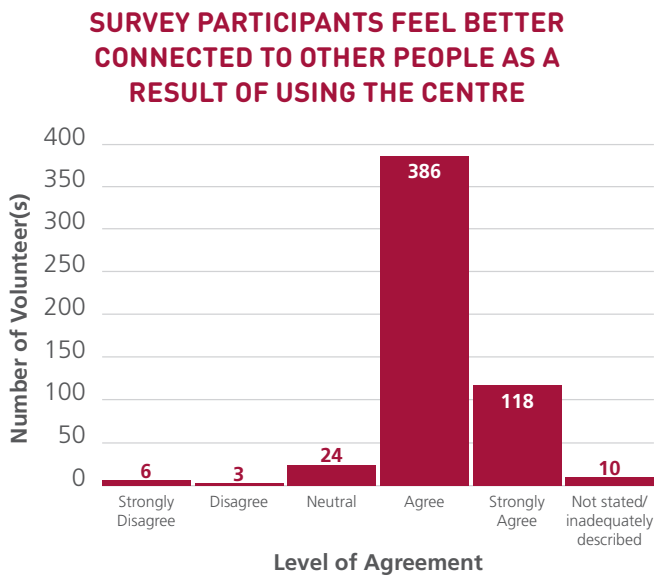


COMMUNITY LINKAGES

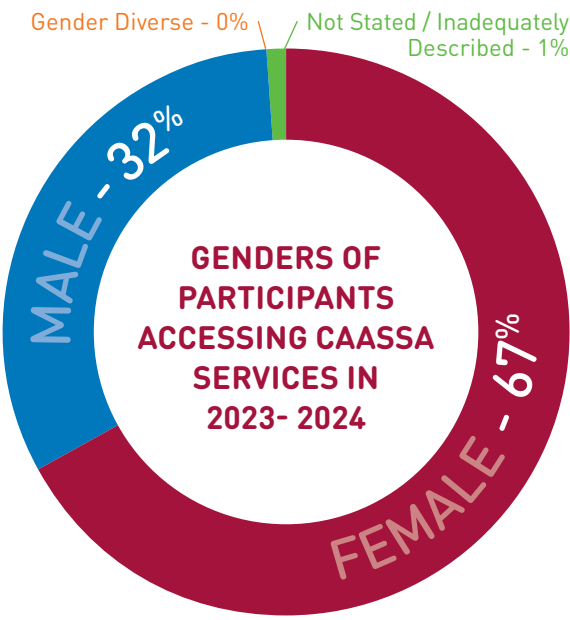
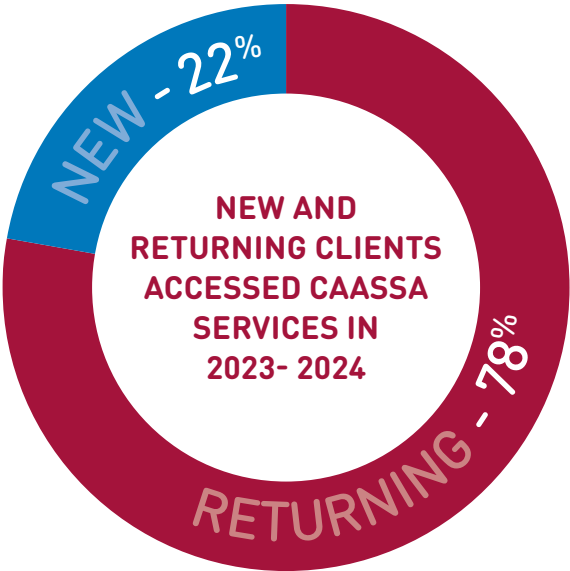
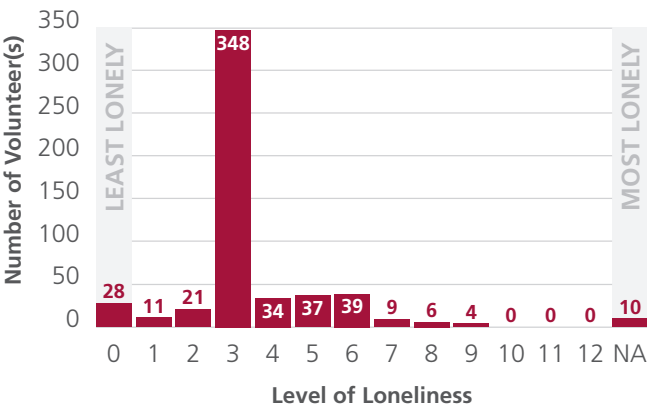
THE ADMINISTRATIVE TEAM SERVICES

Our Centre continues to provide A Walk-in service for information, referrals, and language support services

- > **English language barrier support:** The admin team supports people from the Vietnamese community who can't speak English or can't speak English well to translate some mail posts they receive, or to contact with other organisations for their daily life activities such as insurance, electricity, gas, housing, etc.
The average time duration for each supporting slot is about 45 minutes including both face to face and via telephone.
- > **Referrals services:** Some services that we link the clients to: Mental health, AOD, gambling, NDIS, aged care, migration, police, general practitioners, family support, or legal support.
- > **Linking individuals to Legal support:** Through partnership with a bi-lingual speaking Lawyer, our Centre assist members to access a free legal advice on every Wednesday.
- > **Client's feedback/ comments:** Clients who received both legal and language barrier supports were mostly satisfied with the results and highly appreciated the enthusiasm and dedication of both the lawyer and admin team in supporting them to deal with their issues and problems.



CAASSA USED THE CAMPAIGN TO END LONELINESS TOOL TO MEASURE HOW COMMUNITY PARTICIPATION WOULD HELP REDUCING THE SOCIAL ISOLATION



COMMUNITY CONNECTIONS PROGRAM SOCIAL AND HAPPY



Community Connect Program aims to enhance the well-being of CALD individuals with disability by strengthening their connections with communities, social networks, and services.

WHO WE HELP

Community Connection Program supports people who are:

- > from 18 to 64 years old who reside in the western and northern area.
- > From CALD background. This year, we provided services to individuals from different cultural groups: Bhutanese, Arabic, African, Vietnamese and Anglo-saxon.
- > Seeking support for various issues such as Domestic Violence, Disability and exploring NDIS, Centrelink, needs practical support and referrals to other services and advocacy, capacity building such as life skill and addressing social isolation and loneliness.

KEY ACHIEVEMENTS:



5 Community Connect groups with total 52 participants.

These group are: Bhutanese Garden group, Bhutanese Social group, Arabic women group, Arabic men's group and African social group



80+ individuals have received one on one support services.

Feedback from individuals using this service show that they addressed social isolation and loneliness. Participants has improved mental health outcomes as a result in being part of the groups and meeting new friends.

COMMUNITY LINKAGES

OUR SERVICES

1. One-on-One Support:

- › **Duration:** This support lasts for 12 weeks
- › We help individuals in setting and achieving personal goals, connecting them with local services and supports, and building their confidence and support networks. We address service gaps, cultural barriers, social isolation and loneliness. This might include assisting in employment pathways, skill building and connecting to relevant services that can enhance their quality of life.



2. Groups activity:

During this year, CCP organised 5 Community groups with total 52 participants. These group are: Bhutanese Garden group, Bhutanese Social group, Arabic women group, Arabic men's group and African social group

The group activities support participants to enhance their social skills, reducing social isolation, skill building and link them to local support networks. Through these activities, participants also received warm referral to local services and activities that connecting them to their local communities and services.

3. Referrals services:

Top 5 services that we link the clients to are: Centrelink, General Practitioners/Health/Mental health Specialist, Anglicare and Uniting communities (Northern)

PARTNERSHIPS

The Partner organizations involved in this initiative include:

- › Anglicare
- › Skylight
- › Oars
- › CentraCare
- › MCCSA
- › Uniting communities
- › Green Adelaide
- › Salisbury Council
- › Morella
- › Baptist Care North
- › CCSA



INFORMATION, LINKAGES AND CAPACITY BUILDING PROGRAM (ILC) SOCIAL AND COMMUNITY PARTICIPATION

Working Towards an Inclusive Community
and Equitable Access for All

Developing Connections, Building Skills and
Capacity, Promoting Independence
and Quality of life

CAaSSA's ILC Social and Community Participation program seeks to enhance the inclusion and engagement of people with disabilities from Culturally and Linguistically Diverse background in various aspects of community life. The purpose of this program is to increase the social and community participation of CALD people with disabilities. This program aims to:

- › Build the capacity of CALD people with disabilities to engage in their communities.
- › Create opportunities for participation by fostering more inclusive services and communities.
- › Support activities that help CALD people with disabilities, their families, and carers to participate, contribute, and benefit from mainstream community activities, including arts & craft, culture festival, sport, and recreation.

WHO WE HELP

ILC Social and Community Participation supports people who:

- › **Are aged 18 to 64 from CALD communities:** Our services are specifically designed for adults in this age range from the CALD communities.
- › **Live in the Western and Northern Suburbs of Adelaide:** Our programs are available to residents of these regions.
- › **Lived Experience of Disability, their family and Carers:** We assist individuals with a disability who face significant challenges in accessing and participating social and community services impacting their daily lives.



“ My life has changed for better since I started with this program. I am more connected in the community and don't feel isolated. ”

“ I have now started to attend a community group and have made friends. ”

“ I have learnt skills that has made me more organised, proactive and improved my daily routine. ”

“ I find volunteering purposeful and happy that I can use of my skills in making some meaningful contributions to the society. ”

Feedback from clients

CAPACITY BUILDING

SERVICES AND KEY ACHIEVEMENTS

1. Community Education Workshops on Disability and NDIS Access:

42 Information Workshop sessions delivered:

We organised and ran 42 different support group sessions. These groups provided a space for people with lived experience of disability to come together, socialise, learn new information/skill, and develop a supportive network around them. This program run a number of workshops with the Bhutanese, Arabic, Afghan and Vietnamese community groups to provide information on disability and accessing NDIS supports. The participants were connected with local services and supports, and build their confidence and support networks. Many participants have better health outcomes with improved daily living skills, access to healthcare and some even have NDIS supports.

2. "We Can Do" Project:

This program mentored and supported community volunteers with lived experience of disability to be an interface with the community, increasing their visibility and advocate for their needs by being involved in the community events and activities. We had a number of volunteers engaged in group activities, community events organising or as guest speakers. This engagement helped reduce stigma and demystified people's perception of disability as inability and raised profile of people with lived experience of disability in CALD communities.

- **307 Individuals with Disability and 333 family members/ carers contacted and supported:** We offered personalized, one-on-one support to 307 individuals with a lived experienced of disability. This involved working closely with each individual and their carer to understand their unique needs and help them navigate social and community services to enable them to fully participate in the community.
- **The Bhutanese Social Group and Vietnamese carers Social Group:** These two support groups were skilled, mentored and supported to eventually run as self-help groups.
- **Community Event Planning:** The CALD communities were supported to design, plan and organise inclusive and accessible

community events and activities. This was achieved through the use of an inclusive community toolkit and empowering community members to take the lead.

- **NDIS Support Access:** Many CALD people with disability have been accessing the NDIS supports being involved in the project.

3. Other Group activities:

The main aim of these groups was to provide safe space for people from CALD communities to socialise, foster connections, build their skills and capacity and enable them to fully participate in their local community

- Coffee & Conversation Group
- Vietnamese Carers Group
- Bhutanese Social Group

4. Other activities/ Events

- Disability Forum with Purple Orange
- Excursion and Service Visits
- Bhutanese Settlement Day, May 18, 2024
- International Day of People with Disability, 8th of December 2023, has been one of CAaSSA's signature events co-designed and community-led predominantly with a lived experience of disability.

FUNDING AND PARTNERSHIPS

Information, Linkages and Capacity Building (ILC): Social and Community Participation Project is funded by Australian Government, Department of Social Services through the NDIA Social and Community Participation grant. This support enables us to provide our services to the CALD communities members with disabilities, their families and carers. We also work in partnership with several organisations, including NDIS Local Community Partner; Feros Care, Purple Orange, City of Salisbury, City of Charles Sturt, City of Part Adelaide Enfield, Carers SA among others to deliver comprehensive ILC program across Western and Northern suburbs of Adelaide.

Referrals services: Our Service also offers a Warm Referral service to maximise services access for participants, include:

- NDIA Local Community Partners: Feros Care and Bapt Care
- Carers SA
- Local Councils; Libraries and Community Centres
- Adult Community Education

A story of success...

Seta, once struggling with loneliness, depression, and homesickness, has experienced a remarkable positive transformation since joining the ILC Community Program. Through the program's social support groups, skill development workshops, and mental health resources, Seta has significantly improved her self-esteem and daily life.

KEY IMPROVEMENTS:

1. **Increased Self-Esteem:** Participation in the program boosted Seta's confidence and sense of capability.
2. **Enhanced Daily Life:** Seta became more organized and proactive, improving her overall daily routine.
3. **Stronger Family Relationships:** Her positive changes were noticed by her husband and children, leading to stronger family bonds.



4. **Better Mental Health:** Access to counselling and a supportive community helped reduce her feelings of loneliness and depression.
5. **Overall Happiness:** Seta now feels more connected, supported, and has a renewed sense of purpose.

“ My life has changed since I started this ILC program. ”

“ I feel more confident to socialize and communicate with the community... ”



Open



eat fresh
your way

PUSH

Subway
Delivers

| SHAKES SMOOTHIES | HOT DRINKS | ICED DRINKS |
|------------------|---------------------|----------------------|
| Apple Cider 1.50 | Hot Chocolate 1.50 | Iced Tea 1.50 |
| Blueberry 1.50 | Hot Lemonade 1.50 | Iced Lemonade 1.50 |
| Chocolate 1.50 | Hot Peppermint 1.50 | Iced Peppermint 1.50 |
| Orange 1.50 | Hot Vanilla 1.50 | Iced Vanilla 1.50 |
| Pineapple 1.50 | Hot Apple 1.50 | Iced Apple 1.50 |
| Raspberry 1.50 | Hot Cinnamon 1.50 | Iced Cinnamon 1.50 |
| Strawberry 1.50 | Hot Spicy 1.50 | Iced Spicy 1.50 |
| Vanilla 1.50 | Hot Chocolate 1.50 | Iced Chocolate 1.50 |
| Watermelon 1.50 | Hot Lemonade 1.50 | Iced Lemonade 1.50 |
| Yogurt 1.50 | Hot Peppermint 1.50 | Iced Peppermint 1.50 |

| COPENHAGEN | |
|---------------------|---------------------|
| SWEET TREATS | |
| BONNIES | SNACK PACKS |
| Chocolate Chip 1.50 | Chocolate Chip 1.50 |
| Vanilla 1.50 | Vanilla 1.50 |
| Strawberry 1.50 | Strawberry 1.50 |
| Blueberry 1.50 | Blueberry 1.50 |
| Apple Cider 1.50 | Apple Cider 1.50 |
| Orange 1.50 | Orange 1.50 |
| Pineapple 1.50 | Pineapple 1.50 |
| Raspberry 1.50 | Raspberry 1.50 |
| Strawberry 1.50 | Strawberry 1.50 |
| Vanilla 1.50 | Vanilla 1.50 |
| Watermelon 1.50 | Watermelon 1.50 |
| Yogurt 1.50 | Yogurt 1.50 |

| COPENHAGEN | |
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| SWEET TREATS | |
| BONNIES | SNACK PACKS |
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| Orange 1.50 | Orange 1.50 |
| Pineapple 1.50 | Pineapple 1.50 |
| Raspberry 1.50 | Raspberry 1.50 |
| Strawberry 1.50 | Strawberry 1.50 |
| Vanilla 1.50 | Vanilla 1.50 |
| Watermelon 1.50 | Watermelon 1.50 |
| Yogurt 1.50 | Yogurt 1.50 |

MENTAL HEALTH SERVICE - WELLNESS CONNECT SUPPORT FOR PEOPLE EXPERIENCING MENTAL HEALTH CHALLENGES

Wellness Connect is an Australian initiative under the National Psychosocial Support Program. Led by Neami National, it is delivered across metropolitan Adelaide in collaboration with CAaSSA, Life Without Barriers, Mind Australia, and Skylight.

Wellness Connect is for people who:

- > are aged 18 – 64 years
- > live in the Adelaide metropolitan area
- > experience serious mental health challenges
- > are not NDIS participants

Wellness Connect is focussed on recovery providing:

- > one-on-one support for up to 12 sessions facilitated over three to six months to identify goals, link into local services and supports, build confidence and networks
- > a group-based program of up to 12 months covering three broad categories – social and recreational skills, practical skills and emotional self-regulation
- > support to test eligibility for the National Disability Insurance Scheme (NDIS), including assistance to gather evidence and complete the application
- > the Service Navigator, available to Wellness Connect NPSP participants as an additional support, to identify relevant services and facilitate supported referrals

Support focusses on receiving practical assistance with daily living, looking after personal health and hygiene, finding a safe accommodation, gaining employment, as well as improving consumers' connections with family, friends and the community.

Consumers will learn strategies and develop skills that help consumers to:

- > identify their strengths
- > build healthy coping skills
- > achieve personal goals
- > find people to help them improve their health and wellbeing
- > strengthen support networks
- > stay safe

KEY ACHIEVEMENTS:

137 Groups Delivered:

We organized and ran 9 different support group sessions. These groups provided a space for people with similar experiences to come together, share their stories, and support each other.

84 (including 5 from CALD Backgrounds) Individuals Supported

We offered personalized, one-on-one support to 84 individuals. This involved working closely with each person to understand their unique needs and help them navigate their mental health challenges.

Outstanding KPI Achievement

The target KPI for Number of groups offered was 80, where 137 groups were facilitated. The target KPI for the number of individual Consumers to be supported was 51, where 84 (including 5 from CALD backgrounds) individuals received 1:1 support from CAaSSA staff.

“ Thank you for support (CAaSSA worker name), and hope to see you next time - I may come back soon to wellness connect. ”

“ Thank you so much for (CAaSSA worker name) for support and wish him all good things. ”

“ Very satisfied with service. I cannot speak highly enough of (CAaSSA worker name) ”

Consumers commented positively about their experience

COMMUNITY HEALTH AND WELLBEING

1. Group activities:

Each week we run a diverse range of groups with the aim to increase confidence in social connection, build on life skills and support overall wellbeing. Groups on offer change every three months.

Groups offered:

- > Culture Vultures
- > Banding Together
- > Coffee with Cats
- > Friendship CAFÉ
- > Vietnamese Social Group
- > Dialectal Behaviour Therapy Skills Group
- > Movie Review Group
- > Zone Bowling Group
- > Film Making Group

The aims and goals of these groups are to provide a safe and inclusive space for individuals to receive support in a group setting where 3 broad categories are covered: social and recreational skills, practical skills and emotional wellbeing.

2. One-to-one Support:

Up to 12 sessions of one-to-one support to identify goals, link to local services and supports and build confidence and networks as well as testing eligibility for the National Disability Insurance Scheme (NDIS), including gathering evidence and completing an application. Support is individual to

the person and can focus on exploring strategies to support daily living, looking after their health, connecting to housing and employment supports as well as improving connections with family, friends and their local community.

3. Referrals services:

Where do we link the clients? The top 5 services that we link the clients to are Psychologists, GP's, Housing support, Community groups, Employment networks.

FUNDING AND PARTNERSHIPS

22 out of 34 consumers provided feedback on the Wellness Connect service in this period via People Reported Measures provided by APHN. Average score of 4.63 out of 5, where 1 is strongly disagree and 5 is the strongly agree.

The following statements are from PRM:

| | |
|-------------|-------------------------------------|
| Welcome | - I felt Comfortable |
| Safe | - I felt trust |
| Respect | - My values were respected |
| Involvement | - I received the information I need |
| Involvement | - I was involved in making decision |
| Access | - The support or care available met |
| Continuity | - I told my story only once |
| Continuity | - I know what happens next |



NEEDLE AND SYRINGE PROGRAM (NSP)

The CAaSSA's Needle & Syringe Program (NSP) has been operational for over 20 years. Initially targeting Culturally and Linguistically Diverse (CALD) intravenous drug users, it has since expanded to serve the general community.

Our NSP operates through a fixed site located in the Western suburbs and a mobile van service offered once a week to support those with mobility issues. Although the fixed site is based in our Centre in the Western areas, the Service has no geographic boundaries, attracting individuals from the countryside as well. The Service addresses not only individual users' issues but also provides numerous public health benefits to our communities.

PUBLIC HEALTH BENEFITS:

Reduction in Disease Transmission: Through the fixed site and a mobile Van services, CAaSSA's NSPs significantly reduce the spread of blood-borne diseases such as HIV and hepatitis C. By providing sterile needles and syringes, we decrease the sharing of contaminated equipment to the target population.

Safe Disposal of Needles: By offering safe disposal options for used needles on site as well as through our Mobile van, our Service helps reduce unsafe discard of used equipment, effectively preventing needlestick injuries in the community.

Access to Health Services: NSPs often serve as a bridge to other health services, including referrals to testing and treatment for infectious diseases, vaccinations, and to substance use treatment programs.

Harm Reduction Education/ Peer Education: Through our Peer Educators, our Service provides education on safer injection practices, overdose prevention, and other harm reduction strategies. This education leads to healthier behaviours among people who inject drugs. Additionally, the peer education and support services help build confidence and link individuals to formal support networks.



3136

individuals were provided services at the NSP fixed site and outreach mobile Van



2270

referral services were provided to other NSP sites, pharmacies to access Naloxone, Drugs treatment, Hepatitis C treatment services.



998

service contacts with clients from First Nation background, an increase by 50% compared to last year

“

We love this service!

”

“

Thank you for being kind and giving good service to us.

”

“

We love you!

”

“

We appreciate the information you give us.

”

Feedback from clients

Enhance Access to Other Services: We support and connect users to local services of their needs. This includes referral to disability services, employment services, Skill development programs to improving social living skills and vocational employment training program.



NSP Team

COMMUNITY HEALTH AND WELLBEING



OTHER ACTIVITIES:

1. One-on-One Peer Education and Peer Mentor:

Our service also offers voluntary opportunity and peer's mentoring to enhance employment skills to those who are ready to make the difference in their life.

2. Raise Community Awareness and Health Promotion activities:

During the year, our staff have organised different events such as:

- Hepatitis Awareness Day
- Overdose Awareness Week

An Open Day Barbecue was organised at these events with invitations sent out to drug users' communities, other CAaSSA service users and local community. Health information as well as promotional information were distributed to event patrons.

Hepatitis C Test service was organised at the event through collaboration with Hepatitis SA, attracting many community members to participate in the activities.

Besides information on overdose prevention, the information about Naloxone was promoted at the Overdose Awareness event as strategies to treat overdose emergency.

REFERRALS SERVICES:

The top 5 services that we link the clients to are: Hepatitis service, Pharmacies, legal services, Sexual health services, Hospital.

ALCOHOL AND OTHER DRUGS (AOD) TREATMENT SERVICES FOR PEOPLE FROM CULTURALLY AND LINGUISTICALLY DIVERSE (CALD) COMMUNITIES

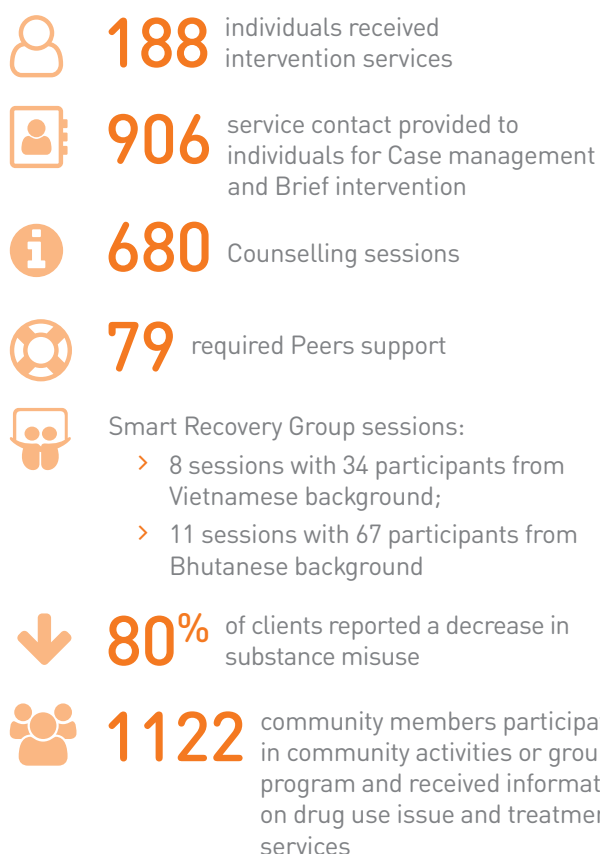
CAaSSA's Alcohol and Other Drugs (AOD) Treatment Service offers a culturally appropriate program for Culturally and Linguistically Diverse individuals aged 18 and older.

This service supports those facing AOD-related issues, including social, health/mental health, family, police/legal, employment, financial, and homelessness challenges, within the Adelaide metropolitan region. All staff in this program have life experience that help them to have insight knowledge of issues that our target population have encountered, including refugee experience and /or AOD use.

All staff in this program have life experiences that provide them with deep insight into the issues faced by our target population, including refugee experiences and/or AOD use. Our staff are bilingual and bicultural, able to speak the client's preferred language. Additionally, interpreting services are available when needed.

The purposes of CAaSSA's AOD Treatment services are to support CALD individuals with substance misuse to:

- > Access appropriate AOD treatment services
- > Receive a co-designed holistic person-centred treatment plan that tailored to their identified complex needs
- > Access peer support services to meet their treatment goals
- > Reduce their AOD use and mitigate associated harms
- > Enhance their physical health through targeted interventions
- > Promote better mental health and overall wellbeing
- > Improve their social functioning and integration
- > Have a positive experience through the engagement of the Treatment Program
- > Experience seamless transitions between the Treatment Program and other referred services.



COMMUNITY HEALTH AND WELLBEING

SERVICES PROVIDED:

ONE-ON-ONE SUPPORT SERVICE

Our One-on-One Support Service adopts a person-centred and strengths-based approach, integrating culturally sensitive practices. Each client is assessed holistically using biopsychosocial model and drug assessments. CAaSSA's AOD service collaborates closely with clients to develop individualised care plans and work alongside clients to achieve their treatment goals.

This service supports clients throughout their treatment journey, from pre to post treatment, assisting them access treatment option of their choice and other services to address drug-related issues such as:

- Homeless
- Legal issue/ Police
- Physical and mental health issues
- Financial difficulty

COUNSELLING AND RELAPSE PREVENTION

The counselling service supports clients in managing their alcohol and other drug (AOD) use. Clients who access these services also participate in case management to address additional issues arising from their substance use.

CAaSSA's AOD counsellor employs various strategies to assist the client develop skills for managing their AOD uses and preventing relapse. These strategies include Cognitive Behavioural Therapy (CBT), motivational interviewing, AOD harm reduction and relapse prevention.

SMART RECOVERY GROUPS

SMART Recovery Groups are based on SMART Recovery model (self-Management and Recovery Training) aim to enhance individual motivations to address their problematic behaviours related to drug uses and other issues.

Participants of these groups receive mutual support from their peers and learn from each other throughout their recovery journey.

Since March 2023, two SMART Recovery Groups have been established for Vietnamese and Bhutanese speaking participants and they continue to grow.

INFORMATION AND SUPPORT FOR FAMILY

The Drug Treatment Service also offers information, education, and support to family members affected by drugs and alcohol. CAaSSA's AOD service collaborates with clients and their families to improve drug treatment outcomes and support their journey from pre-treatment to post-treatment.



COMMUNITY ENGAGEMENT AND SERVICE PROMOTION

Since the start of CAaSSA AOD program from January 2023, the CAaSSA AOD team has actively engaged with CALD communities to raise awareness about various treatment services. Some highlights of these activities include:

AFGHAN COMMUNITY

- One AOD workshop with 10 Afghan male aged 14-18.
- Our Services engaged in two community events:
 - soccer game (Afghan vs Bhutanese: 47 people attended (40 males & 7 females between 15 – 35 years old)
 - Afghan Eid Festival: 17 people attended (10 males & 7 females, between 20 – 50 years old).
- 6 Individuals received one-on-one information
- 2 individuals received outreach services home visit after the community engagement activities

BHUTANESE COMMUNITY

- One AOD workshop with 13 male aged 25-40

- We engaged in two community events:
 - Bhutanese Settlement Day Celebration: 80 Nepali speaking people attended between 10 – 60 years old
 - Soccer game: 20 people (15 males & 5 females)
- Promotion Flyers were distributed/display at 3 Bhutanese supermarkets

OTHER AFRICAN COMMUNITIES

- Four AOD information sessions were conducted with more than 80 people attended aged between 25 – 55 years old from South Sudanese Community
- Two sporting activities –
 - Soccer game between South Sudanese vs Burundian teams, about 130 people between 15-35 years old attended the events.
 - South Sudanese Sporting event activity with 66 people between 25 – 55 years old attended
- Four AOD information session for the Burundian soccer players and community members (Kirundi, Swahili & Kinyarwanda), 76 people attended these sessions.



COMMUNITY HEALTH AND WELLBEING



- > AOD staff attended three community events at:
 - > South Sudanese community (at Adelaide Catholic church) – 58 people (23 females and 35 males aged between 12-70 old) were reached,
 - > Burundian community – Welcome party event – 156 Burundians, Rwandans & Congolese attended the event in Elizabeth South.
 - > Drumming event/ activity at Parafield High School – around 100 students attended
- > Social activities
 - > South Sudanese Men Group's Meet and Greet Event that followed with a friendly shared lunch Barbecue – 9 men between 18-35 old attended
 - > Burundian Men Group's Meet & Greet followed by BBQ Lunch with 83 men attended.

ARABIC SPEAKING COMMUNITY

- > One AOD Workshop session – 9 people attended (Eritrean & Lebanese)
 - > AOD information Flyers distributed – 190 flyers at different community events
 - > 11 people had One-on-One conversation with our staff about drugs use and treatment services
 - > 10 people completed Brief intervention services
 - > Home/ business visits: 11 home/ business visits

AOD SERVICE PROMOTION

VIDEO PRODUCTION PROJECT

The objective of this project was to create an engaging animated video to raise awareness of the drug and alcohol issues, and to promote CAaSSA's support programs. The video project produced two sets of videos, targeting male and female, in a total of 8 languages: three spoken languages (Vietnamese, English, and Dari) and five subtitle languages (Chinese, Nepalese, Khmer, Swahili, and Arabic).

Animation Production is made by Blue Goana Digital with collaboration from CAaSSA staffs and volunteers for voiceover recording.

The project is now complete, and CAaSSA plans to widely publish these videos on SBS, social media, and Farda TV (An Afghan Community Television Program) from April to June 2024.

In conclusion, the video project serves as a powerful tool for raising awareness and promoting positive behavioural change regarding substance abuse within the CALD community. It also provides CAaSSA with a new approach to creating interactive products beyond traditional promotional strategies.

COLLABORATION AND PARTNERSHIP

The Hoi Sinh Committee is a collaborative effort between various local health and mental health services, convened by CAaSSA. Its goal is to share resources and expertise to address alcohol and other drug issues, while also acknowledging related comorbidities such as mental health, gambling, and other physical health issues.

The Committee operates on a harm minimisation principle, with a particular focus on harm reduction, including the prevention of blood-borne viruses.

Committee's membership includes representatives from various local stakeholders, such as:

- > CAaSSA
- > Drug and Alcohol Services South Australia
- > Hepatitis SA
- > South Australia Network of Drugs and Alcohol Services
- > Diamond Club House
- > Uniting SA Port Adelaide
- > Sonder
- > OARS
- > STTARS
- > Mission Australia
- > Sex Industry Network
- > Family Drug Support

Other Networking and Partnership organisations

- > Refugee Health Services
- > Survivors of Torture and Trauma Assistance and Rehabilitation Service (STTARS)
- > Bhutanese community
- > Burundian community
- > Sporting clubs (Burundians, Vietnamese, Bhutanese, South Sudanese, Afghani soccer teams)
- > Multicultural Youth SA
- > SONDER In-home Withdrawal Service
- > Mission Australia
- > Homelessness Services Hutt Street Centre
- > Adelaide Correctional Services
- > Western, Northern, Community Mental Health Services
- > NEAMI National
- > Trilogy Medical Care
- > ProMed family clinic
- > CAaSSA NDIS
- > RAH, Lyell Ewin, Modbury, QEH Hospitals
- > FARDA TV
- > Ferros Care
- > Smart Recovery Australia

LOCAL DRUG ACTION TEAM (LDAT) PROJECT

Funded by the Alcohol and Drug Foundation, the LDAT Project aims to raise awareness and enhance knowledge about Alcohol and Other Drugs (AOD) and related issues within Culturally and Linguistically Diverse (CALD) communities. The project also seeks to foster community communication and initiate conversations about AOD use.

This initiative was implemented through a series of sporting events and consultations with various community groups. The target audience includes individuals from the Vietnamese, Bhutanese, Burundian, Afghan, and South Sudanese communities.

CHALLENGES IN ADDRESSING AOD USE IN CALD COMMUNITIES

Through our experience working with Culturally and Linguistically Diverse (CALD) communities, CAaSSA has identified that AOD use remains highly stigmatized and often concealed within these groups. Language and cultural barriers contribute to a lack of knowledge and information about AOD issues, available services, and how to seek help.

Risk factors for AOD misuse in CALD communities include social isolation, past trauma, loss and grief, feelings of disconnection from their communities, and a lack of sense of belonging.

COMMUNITY ENGAGEMENT THROUGH SPORTING EVENTS AND GATHERINGS

CAaSSA has found that sporting events and community gatherings were effective ways to engage the community in a safe, non-threatening and friendly environment. These activities help raise awareness about AOD use, promote healthy recreational alternatives, encourage positive social interactions between different communities, and foster inclusiveness and a sense of belonging.

The LDAT Project Officer collaborated with CAaSSA's AOD Team and external representatives and community leaders from each CALD community to plan and implement the project activities.

KEY ACHIEVEMENTS:

AOD Information Sessions

A total of 5 sessions were conducted, with 76 participants from the Bhutanese, Burundian, Vietnamese, Afghan, and South Sudanese communities.

Friendly Soccer Matches

Four matches were organized between the five CALD communities, with a total attendance of 350 people.

“ Thank you for this opportunity to learn. This AOD workshop is very useful and important for my community. I think there needs to be more of these sessions so that more people in my community know what to do. ”

“ It was a great opportunity for my community to get involved in this soccer event. If it wasn't for this, we would not have anything to do. This gave us motivation and purpose. ”

Feedback from project participants



COMMUNITY HEALTH AND WELLBEING



VIETNAMESE GAMBLING HELP SERVICE


CAaSSA offers extensive support for problem gamblers and their families, including prevention, early intervention, community education, counselling, and case management.

The service aims to:

- Reduce gambling-related harm for individuals and families in the Vietnamese community.
- Increase access to gambling support and treatment services for this community.
- Prevent problem gambling, and
- Reduce the associated stigma. CAaSSA recognizes that stigma is a significant barrier for the Vietnamese community, making it challenging for individuals to seek help for gambling issues

ONE-ON-ONE SERVICES:

 **860** client contacts

 **36** clients were completed treatment and discharged

 **27** clients still received intensive support into 2024-2025

DIRECT EARLY INTERVENTION SERVICES

CASE MANAGEMENT:

CAaSSA offers one-on-one support and referrals for people with gambling problems and their significant others, effectively addressing complex or severe cases. They collaborate with various services, including GPs, mental health services, accommodation support, financial counselling, and legal aid.

COUNSELLING SERVICE:

The gambling counselling service is based on Cognitive Behaviour Therapy (CBT) which has been adapted specifically for Vietnamese community. Counselling sessions provides culturally safe and non-judgemental

space for client to talk about their gambling issues. Bilingual counsellor provides great opportunity for clients to explore the underlying reasons for their gambling, develop strategies for managing and reducing gambling, and co design the relapse prevention plan. Counsellor work closely with the Adelaide Casino and the venues for self-exclusion program, supporting at risk gambler and provide intervention and early intervention when required.


COMMUNITY ENGAGEMENT THROUGH SPORTING EVENTS AND GATHERINGS

CAaSSA has found that sporting events and community gatherings were effective ways to engage the community in a safe, non-threatening and friendly environment. These activities help raise awareness about AOD use, promote healthy recreational alternatives, encourage positive social interactions between different communities, and foster inclusiveness and a sense of belonging.

The LDAT Project Officer collaborated with CAaSSA's AOD Team and external representatives and community leaders from each CALD community to plan and implement the project activities.

 **23** Women's Social group sessions were conducted with 361 participants' contact

 **17** Gambling Support Group sessions were organised with 187 participants' contact

 **100%** A "Pathway to Positive Thinking" Program was organised with 100% Completed the Program



Gambling Help Team

GAMBLING SUPPORT GROUP:

Gambling support group has started since 2021, targeting Vietnamese people, who struggle with their own or their loved one's gambling behaviour, and people playing at risk. This is the intervention group with purpose of reducing or eliminating harmful gambling behaviours, supporting individuals in their recovery journey, empowering participants with strategies and skills to manage urges, cope with stress and make positive lifestyle changes. By creating a culturally safe and non-judgemental environment, the Gambling support group aim to make significant positive change on Vietnamese Australians living in South Australia, who have problem gambling or their loved one having problem gambling.

The group is conducted fortnightly and is facilitated by a bilingual CAaSSA gambling help counsellor, with support from two peer workers, who have experience in addressing gambling-related issues and understands the cultural sensitiveness of the Vietnamese community.

In the last financial year, there are 17 sessions with 187 participants.

Topics discussed in those sessions include:

- > Stage of changes
- > Triggers
- > Understanding the urges and cravings. Tips to deal with the urges.
- > Gambling harm minimization
- > Self care
- > Mental health wellbeing
- > Recognition of warning signs of problem gambling
- > Facing the fear
- > Lifestyle balance
- > How to gamble responsibly

100% participants are satisfied with sessions and wish the group to be continues in years to come.

Their feedback is *"Very interactive, friendly and lots of useful information," "I love going to the group as it makes me feel better," "Great environment, good food and nice workers."*

PATHWAY TO POSITIVE THINKING – A THERAPEUTIC GROUP PROGRAM

This highly anticipated annual activity, organized by the Vietnamese Gambling Program, is based on the Cognitive Behaviour Therapy (CBT) approach. It aims to help participants build a positive future by equipping



them with skills to better manage their thoughts, feelings, and behaviours.

This is a 6 session program spans into 6 weeks with 12 participants achieved 315 contact hours.

Participants testimony (translated from Vietnamese) are:

*"Perfect",
"I wish there will be more similar sessions like this",
"I learnt a lot",
"The group is lots of fun and information"*

COMMUNITY EDUCATION

COMMUNITY ENGAGEMENT

During this reporting period, VGHS staff participated in various community events to engage with other CALD communities, and the wider Vietnamese population for service promotion. Information stalls were set up with some interactive activities at these events to raise awareness on CAaSSA services, especially in regards to problem gambling. These include:

- > 3 sessions Meet & Greet with local farmers' community in Virginia
- > Information Stall to provide information about Problem Gambling and Gambling Help Services at the SA African's Soccer Cup 2023, National

COMMUNITY HEALTH AND WELLBEING

Disability Week Event 2023, CAaSSA Soccer Friendship Game 2024 and Vietnamese Tet Festival 2024. Information pamphlets were disseminated to event's patrons.

- > Our staff and Peer workers provide information and Gambling quiz activities at CAaSSA's Harmony Day 2024

PEER WORK PROJECT

Under the Vietnamese Gambling Help Service, two peer workers collaborate with the counsellor and case manager on the following activities:

- > **Promotion:** They promote CAaSSA VGHS services through their extensive community network, effectively reaching more people.
- > **Community Engagement:** They discussed gambling issues with community members through one-on-one interactions, group work, and events like Harmony Week, CAaSSA Soccer, and the Vietnamese Tet Festival.
- > **Support Groups:** They assist counsellor in facilitating the support group, focusing on clients' needs, tackling gambling-related stigma, and encouraging active participation and sharing of experience
- > **Life Story Project:** They participated in the "Life Story" project, creating two videos featuring Vietnamese individuals who overcame gambling issues with help from CAaSSA and made positive changes in their recovery.
- > **Consumer's Voice Training:** They completed four-session Consumer's Voice training, which taught them how to share their stories in an inspiring yet safe manner. This training ensures they have a supportive environment to discuss their personal experiences, addressing the high stigma associated with gambling in the Vietnamese community.



WOMEN'S SOCIAL GROUP

A fortnightly meeting for Vietnamese Women who are at risk of problem gambling due to boredom. The program fosters a safe place for women to socialise and engage in some physical activities to enhance their health and stimulation of mental health well-being.



PARTNERSHIPS WITH INDUSTRY/NETWORK

CAaSSA has maintained a robust partnership with industry representatives, which has been highly beneficial this financial year. This collaboration has not only strengthened working relationships but also enhanced client outcomes. The Warm Referral protocol has been particularly advantageous for problem gamblers, as it spares them from having to retell their stories and details. To maximize client outcomes, a shared care approach has been employed to address complex needs. Below are examples of partnerships and outcomes:

GAMING CARE

CAaSSA VGHS conducted three venue visits in Adelaide's northern and western suburbs to promote their gambling help services and offer culturally safe support to Vietnamese patrons showing early signs of problem gambling. They also collaborate with Gambling Care workers to share case management for patrons with gambling issues.

FLINDERS WELLBEING CENTRE

CAaSSA collaborates with the Flinders Wellbeing Centre to implement the "Life Story" project, aiming to create two videos documenting the life stories of two Vietnamese individuals struggling with gambling behavior. These videos highlight their journey to seek help and their progress towards becoming functional citizens.

STATEWIDE GAMBLING THERAPY SERVICES

CAaSSA collaborates with therapists from the Statewide Gambling Therapy Service to enhance the skills and knowledge of its workers. This partnership provides opportunities to discuss adapting the CBT model to better suit Vietnamese cultural sensitivities and to explore referral pathways for Vietnamese individuals seeking therapy for gambling issues.

SKYCITY ADELAIDE – HOST RESPONSIBILITY TEAM (HRT)

Shared care for clients with high risks or gambling problems. VGHS is a member of the HRT stakeholders who meet quarterly as part of service improvement for SkyCity. There were two meetings in the last six months hosted by the HRT Manager.

OTHER ACTIVITIES

For this financial year, CAaSSA's Gambling Help Counsellor presented at the National Association for Gambling Studies Conference held in October 2023 in Adelaide. The presentation, titled "Applying Smart Recovery Theory in Facilitating Gambling Support Groups for Vietnamese Australians," received great deal of positive feedback.





ADULT COMMUNITY EDUCATION (ACE) EMPOWERING CALD COMMUNITIES, BRIDGING CULTURES THROUGH EDUCATION, SKILLS FOR LIFE IN AUSTRALIA

KEY ACHIEVEMENTS:



"Australia and I - English for Beginners"

133 participants from Vietnamese and CALD backgrounds attended with a total of 5000 hours.



"Health and Wellbeing"

60 participants with disabilities from Bhutanese, Nepalese, and Arabic-speaking communities with a total of 2138 contact hours.



"Foundation Skills Program for Emerging CALD Communities"

84 participants with 2798 contact hours.



"AI education for ACE educators"

New course developed and trained 18 educators from CALD backgrounds.

FUNDING AND PARTNERSHIPS

The ACE program at CAaSSA is funded by Skills SA through the Adult Community Education Program. This support enables us to provide our services. We also work in partnership with several organisations, including the Multicultural Communities Council of SA (MCCSA) and Vietnamese ethnic schools, to deliver comprehensive educational programs across Adelaide.

WHO WE HELP

Our ACE Program supports people who:

- > **Are from CALD backgrounds:** Our services are specifically designed for adults from culturally and linguistically diverse backgrounds, particularly Vietnamese, Bhutanese/ Nepalese, Afghan, and Arabic-speaking communities.
- > **Live in the Adelaide Metropolitan areas:** with a focus on Western and Northern suburbs.
- > **Experience language barriers or need skill development:** We assist individuals dealing with challenges in English communication, digital literacy, and integration into Australian society.

The ACE Team



COMMUNITY CAPACITY BUILDING



OUR SERVICES

We organised and ran three significant ACE programs tailored for different CALD communities (speaking Vietnamese, Nepalese, Farsi, Arabic languages), focusing on English language skills, health and wellbeing, and foundational skills for emerging communities.

1. English Language Classes:

- › Duration: Varies by program, typically spanning several months
- › Goals: Improve English communication skills, enhance understanding of Australian culture, and prepare for further education or employment

2. Digital Literacy Training:

- › Duration: Ongoing courses throughout the year
- › Outcome summary: Participants gain essential computer skills, improving their ability to access information and services online

3. Group Activities:

- › Topics: Health and wellbeing, positive parenting, Australian citizenship
- › Aims and goals: Foster social connections, share cultural experiences, and provide practical knowledge for daily life in Australia

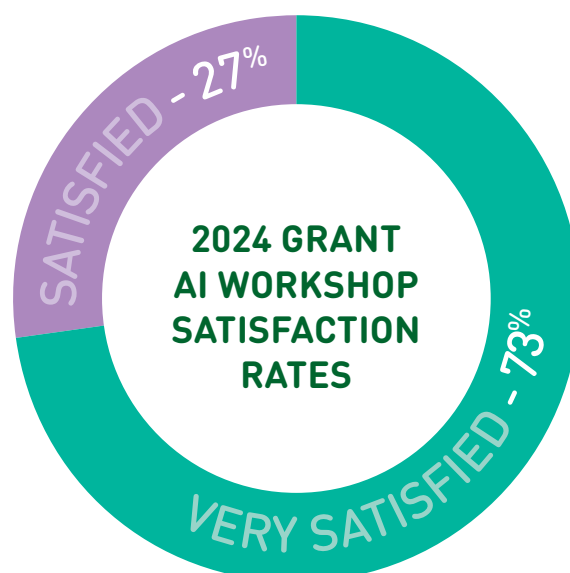
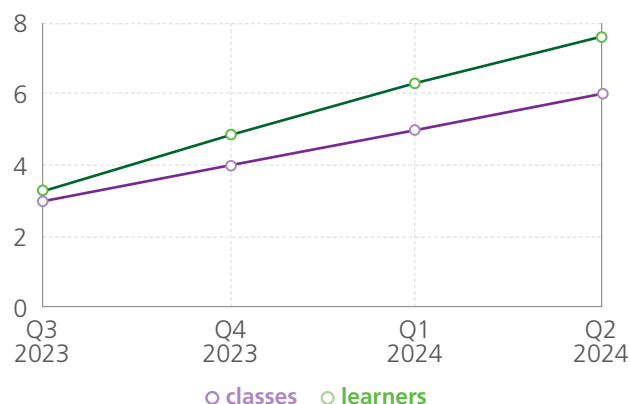
4. Referral Services: We link clients to various services, including:

- › Local libraries and community centres
- › Health and mental health services
- › Employment support services
- › Further education and training opportunities (RTOs, TAFE SA)
- › Settlement services for new arrivals

CLIENT FEEDBACK

Participants reported improved confidence in English communication, enhanced digital literacy skills, and a better understanding of Australian society and health systems.

GROWTH OF ACE CLASSES AND LEARNERS (2023-2024)



INFORMATION, LINKAGES & CAPACITY BUILDING (ILC) - ECONOMIC PARTICIPATION

PATHWAYS TO EMPLOYMENT AND VOLUNTEERING:

JOB READINESS, SKILLS DEVELOPMENT, SMALL BUSINESS TRAINING, EMPLOYMENT AND VOLUNTEERING, SOCIAL ENTERPRISE, FINANCIAL WELLBEING

The CAaSSA's ILC - Economic Participation seeks to enhance the social and economic inclusion of people with disabilities, ensuring they have the support and opportunities needed to thrive. This program aims to:

- > Build the capacity of CALD people with disabilities to participate in their communities.
- > Create opportunities for economic participation by fostering more inclusive services and communities.

FUNDING AND PARTNERSHIPS

ILC Economic Participation Project is funded by the Australian Department of Social Services through the NDIA ILC Economic Participation grant. This support enables us to provide our services to people with a disability from CALD communities. We also work in partnership with several organisations, including Auctus Training and Education, Maxima, City of Salisbury, City of Port Adelaide Enfield, Northern Volunteering among others, to deliver comprehensive ILC economic program in the Western and northern Suburbs of Adelaide.

KEY ACHIEVEMENTS:



54 Support Groups Delivered

We organised and ran 54 different support group sessions. These groups provided a space for people with a lived experience of disability, their family and carers to come together, explore opportunities for economic participation, and support each other to achieve their employment and volunteering related goals.



235 People with disability and 510 family members and Carers Supported

We offered personalised, one-on-one support to 745 individuals. This involved working closely with each person to understand their unique needs, help them navigate employment landscape, improve their job readiness, and enhance employment related skills and knowledge. This support led to improved employment and volunteering outcomes.



Project Friendship Café:

Operational on a weekly basis, this initiative not only provided economic activity and volunteering roles for participants but also served as a platform for the local community to meet and learn about various support services.



Employment Support

This year, at least 25 people with lived experience of disability were supported into casual and formal roles.



Improved Outcomes

235 people with lived experience of disability reported improved outcomes in job readiness, employment, and/or volunteering.



Gardening Project

This project equipped people with lived experience of disability with skills to grow food and provided opportunities to participate in the community by running market stalls and raising funds for project activities.

COMMUNITY CAPACITY BUILDING

WHO WE HELP

ILC Economic Participation Project supports people who:

- **Are aged 18 to 64 from CALD communities:** Our services are specifically designed for adults in this age range from which communities.
- **Live in the Western and Northern suburbs of Adelaide:** Our programs are available to residents of these regions.
- **Individuals with a disability, their family and carers:** We assist individuals with a disability who face significant challenges in accessing and participating in economic activities in the community.

OUR SERVICES

1. Job Readiness Program

We run a number of skills workshops in conjunction with CAaSSA's Adult Community Education to work towards making participants job ready.

2. Access to Employment and Volunteering Support Group

This is an on-going group where people with disability drop in to get support exploring job and volunteering opportunities.

3. Social Enterprise

Friendship Café and Barista Training

4. Exploring Self-Employment: Turning Your Hobby into Money

This is a partnership project with a registered training provider where people interested in pursuing start-ups and small business can learn business fundamentals that set them to begin a hobby business. This year two workshops were organised with Auctus Training and Education for the Bhutanese and Vietnamese groups.

5. Coffee and Hobbies Group

The aim of the Coffee and Hobbies Group is to bring individuals together to share their interests and hobbies, with the potential of turning these passions into business activities. Participants learn new skills that can help them secure a job, volunteer role, or training opportunity.

- “ My health has improved significantly by participating in the program, I have a purpose now. ”
- “ The training and skills development workshops have improved my understanding and confidence to look for work. ”
- “ Volunteering in the community makes me happy as I feel, I can contribute back to the community. ”

Feedback from clients

REFERRALS SERVICES

We also work in collaboration with employment training and other disability services to maximise outcomes of our program's participants, include:

- Employment Providers- Maxima
- TAFE and Training providers- TAFE SA, Auctus Training and education
- NDIS local Community Partners- Feros Care and Bapt Care
- Local Councils and Community Centres



STAFF DEVELOPMENT

This report outlines the training initiatives for CAaSSA for the fiscal year 2023-2024. The focus will be on refreshing training on policy procedures to ensure compliance and enhancing professional development to improve staff skills and knowledge.

TRAINING OBJECTIVES

Compliance Training: To ensure all staff are up-to-date with the latest policy procedures and compliance requirements.

Professional Development: To equip staff with the necessary skills and knowledge to provide exceptional services to clients.

The training topics for this year included:

- > Cultural awareness training - Vietnamese culture
- > Culture Intelligence
- > Our words matter: Guidelines for language use
- > Bullying and Harassment
- > Internal-external incident report and challenging behaviour management
- > Fire Extinguisher and Fire Warden
- > Trauma informed care
- > Risk management training

- > Budgeting Program Evaluation
- > Internal-external incident report and challenging behaviour management
- > Provide basic emergency life support
- > Domestic Violence- violence in diverse communities
- > Leadership training
- > Conflict Resolution
- > Grant Application
- > Infection Control
- > Internal-external incident report and challenging behaviour management
- > CPR and First Aid Training
- > Manual Handling
- > Introduction to mental health and suicide prevention
- > Responding to risks of harm, abuse and neglect - Education and care training
- > The Positive partnership supporting successful transitions and change
- > Provide basic emergency life support
- > CAaSSA team building day and strategic planning
- > Community Connect Program Assessment Training
- > Supporting Effective Communication
- > Supporting Safe and enjoyable meal
- > Assist Clients With Medications

TEAM BUILDING

The following team-building activities were conducted to foster team spirit and enhance teamwork effectiveness. Through these activities, team members can become more in tune with each other and work better as a cohesive unit.

- > The Wellness Connect team (Mental Health) holds Reflective Practice sessions every six weeks. These sessions begin with a team-building exercise, such as "The Safety Web/Yarning Circle," and then proceed to collaborative discussions where team members analyze, describe, and explore their feelings about their practice. The team believes that these sessions

support and enhance their wellbeing as individuals and practitioners, while also fostering collaborative practice development and client wellbeing.

- > The Wellness Connect team is planning a day out of the office for some fun at Woodville AMF Bowling.
- > The Aged Care and the NDIS Team had a joint Team Building Day on 30th June 2024. The event include different smalls games, karaoke session and Guest speakers.



VGHS GROUP PROGRAM

The purpose of this group is to create a healthy alternative activity for people who are at risk of problem gambling or post treatment for gambling problem, by creating a culturally safe environment for community members to participate in healthy social activities.

The Vietnamese women who attend the group speak limited or no English which is the main barrier that prevents them from them accessing mainstream services and information.

The existence of this group has proven to be effective for community engagement, raising awareness of gambling, reducing stigma, and has facilitated a positive way for vulnerable women who speak limited English, are isolated and lack information, to socialise and feel connected to the community.

After attending the group over time, the majority of the participants have gained confidence and self-esteem, social skills, long lasting friendships, important information and support which assists them to have positive mental health and wellbeing.

A total of 23 group sessions were conducted this financial year with 361 participants.

CAaSSA has also worked in collaboration with both internal staff and external agencies throughout the year to deliver information and education sessions to participants. The external agencies include SAPOL, Son Nguyen Barristers & Lawyers, Dementia SA, Hep SA and Carers SA.

Topics covered include:

- > Dementia information & awareness
- > Carers rights & support
- > Home safety & personal safety
- > Traffic law & road safety
- > Hepatitis information & awareness
- > Family Law
- > NDIS
- > Aged Care Services



ARABIC WOMEN'S GROUP "SOCIAL IS FUN" WELLBEING, SOCIAL CONNECTION

KEY ACHIEVEMENTS:



A 12 Week program



Total 22 information and activities sessions were organised



15 women 18-64yrs old from the Arabic speaking communities regularly attended



13 individuals from the group seek one-on-one support to address their personal issues.

This involved working closely with each person to understand their unique needs and the challenges that they are currently going through to tailoring the services to their needs.



cultural barriers. We provide information on women's legal rights and mental health to support them in these areas.

SERVICES

The Arabic women's group at CAaSSA continues to offer a supportive community environment for participants. This group serves as a platform for socialization, skill-building, and information exchange, effectively reducing isolation among members. Regular meetings foster connections and create a positive atmosphere where participants can thrive. The program has successfully implemented various activities aimed at developing creative skills and promoting cultural exchange.

One notable initiative involves teaching participants to create customized cards following English instructions. This activity not only enhances creativity but also introduces potential small business concepts and opportunities. The group also maintains a tradition of sharing food and recipes, celebrating culinary diversity while adhering to food safety practices. Participants receive training on essential aspects such as personal hygiene, proper food handling, and safe storage to ensure a healthy environment.

Jewellery making has emerged as another popular activity, empowering women with new skills and increased confidence. The trainer provides guidance on basic business principles, supporting participants in exploring potential entrepreneurial ventures. In April, the group organized a cultural outing to Hahndorf, offering participants a break from routine and an opportunity for

FUNDING AND PARTNERSHIPS

Arabic Women's group is funded through the CCP Flexible Funding, an initiative of DHS that administering by Western CCP Coordinator. We also work in partnership with several organizations, including Skylight, OARS, CENTACARE, CCSA, MCCSA and Kura Yerlo (Aboriginal service).

THE SOCIAL IS FUN PROJECT

GOALS

We help individuals set and achieve personal goals, connect them with local services and supports, and build their confidence to access support networks on their own. In this program we also take time to do skill building activities and social enterprise skills to help them establish a pathway to do things for themselves. In addition, we empower them to tackle significant challenges such as domestic violence, income support, and language and

cultural enrichment. The excursion included visits to local shops and a picnic, providing a memorable experience for the women.

Additionally, the program has introduced swimming lessons focused on water safety. Many participants had no prior experience with swimming pools, making this initiative particularly significant. The lessons aim to break barriers and encourage full engagement in new experiences. Overall, these diverse activities contribute to the women’s personal growth, cultural understanding, and integration into the broader community.

The participants also attended a mental health session coordinated by Skylight. They were engaged and found the session highly relevant to their current journey. The group has requested another session on mental health.

REFERRALS SERVICES

The top 5 services that we link the clients to are Domestic Violence services, legal services, Anglicare, Skylight Mental Health and MCCSA.

“ This group means a lot to me. ”
Sonia

“ My life changed a lot after joining the group. ”
Danya

“ I learned new skills and enjoyed the company. ”
Hanadi

“ I am so proud that I made my own jewellery! ”
Sonia

“ I will wear them on my birthday. ”
Hanadi



CAaSSA FRIENDSHIP CAFE

The CAaSSA Friendship Cafe started its initial operation as a pop-up café at community events from September 2023 under the ILC programs. This Café started its full operation at CAaSSA from June 2024 on a weekly basis under the ILC Economic program as a Social Enterprise.

The Cafe runs by 3 volunteers, who are ILC project participants, in a rotating roster who have committed their time once a week to come and serve at the cafe. The cafe is a result from the barista trainings courses that were offered to CALD community members earlier this year. The volunteers have taken what they have learnt and applied it at the Cafe. This also has boosted the volunteer's self-esteem and confidence when dealing with customers and communicating with people they don't know.

With the idea of creating a small business enterprise and adding a busier and livelier atmosphere to the community centre, this has certainly been very successful. Since the Friendship Cafe has opened, it has created a positive community spirit amongst CAaSSA staff and members of the general public who stop by for coffees and conversations. While some customers come in and out each week, there is also a group of regulars who come every week to socialise. This initiative has developed as a weekly hang out spot and promoted a sense of community.

Not only has "The Friendship Café" given volunteers a motivation each week to get out of the house and do something to contribute towards their community, but it's also given the general public a social place to come together each week. By visiting the café, people are able to know more about the community centre and the different services that CAaSSA provides including referral pathways.

This initiative has also provided avenues to market and sell home made products such as pot plants, arts & crafts made by CAaSSA clients or groups. In the future, the project aim is to provide more volunteering opportunities to other ILC project participants from CALD community to help run the cafe and extend the business opening hours. The funds raised from this project is being used to fund the café operations and related project activities.



COFFEE AND CONVERSATION GROUP

This is a fortnightly group held at Flinders Wellbeing Centre, Salisbury.

This drop in group attracts community members from a diverse background where people can drop in for a quick cup of coffee and conversation or stay for the duration of the session. People socialise over board games, get information on about CAaSSA programs/ services and seek referral for relevant support services.



VIETNAMESE CARERS GROUP

The ILC SCP Project, in collaboration with Community Connection Program, established the Bhutanese Social Group in Salisbury from June 2023 after the successful transition of the first Social Group into the Community Gardening program at Salisbury East Neighbourhood Centre.

The aim of this group is to nurture social connections, increasing their self-confidence to ultimately form their own self-help group. The group received mentoring from the project in co-designing and delivering group activities in a safe and supportive environment. This weekly group have had 8-10 participants consistently attended group activities, outings, service visits, guest presentations, social lunches and information relevant to the group with 38 sessions through the year and still continuing.

BHUTANESE SOCIAL GROUP

This capacity building project was designed to transition the group into a self-sustaining entity prepared with the skills and resourcing.

The project provided mentoring support for the project participants engaging in co-designing and delivering group activities based on their interest in a safe and supportive environment. The group was attended consistently by 8 to 10 carers and families members on a fortnightly basis over 20 sessions in the year.

The main purpose of this social group was to provide participants with information, develop their organising skills, enhance confidence, strengthen their support networks and cultivate new friendships. The was reported that the group had found their own leader and started running their group from July this year.

BHUTANESE GARDEN GROUP "WHERE GROWING MEETS GROWTH"

The group faces significant challenges, including disability, social isolation and loneliness, lack of skills and confidence to access mainstream services, and language and cultural barriers. The purpose of this Where Growing Meets Growth group is to empower individuals to overcome their challenges and experience a quality of life.

Over the past 14 months, the group has acquired numerous gardening skills since their formation. With the support of Green Adelaide, they have gained a deeper understanding of the Australian climate and the appropriate plants for each season. They have also learned essential skills such as soil preparation and irrigation system installation. With assistance from Salisbury Council, the group connected with the Burton Community Garden and Men's Shed, where they were introduced to the importance of wicking beds and how to construct them. The men in the group plan to install these wicking beds in their garden in the future.

One of the highlights this year has been the group's effort to start a social enterprise project. They came up with the idea to create succulent pots from used ceramic bowls, which they plan to sell to ensure the group's financial sustainability. Invited by Salisbury Council, the group participated in the Salisbury and Pooraka markets to sell and showcase these items, successfully selling many pots of plants.

This garden project has been a catalyst for positive change for the participants. Their confidence and skills have grown significantly. More importantly, their social isolation and loneliness have been addressed. Behind this healthy project are healthy and happy people who have found a new reason to enjoy life meaningfully. Thanks to our partners and this dedicated garden group!

OTHER SERVICES

- **One-on-One Support:** Through participated this Project, 9 individuals start to seek one-on-one services to address their goals and enhance their capacity.



48 gardening sessions organised at Salisbury East Neighbourhood Centre



13 Bhutanese men and women aged between 45-64 years regularly participated



150+ pot plants were planted

- The services provided include support to access Centrelink, housing, Domestic violence services, health/mental health services, and skill building
- **Warm Referrals services:** we provide warm referral to link participants to: Centrelink, General Practitioner, NDIS, Salisbury library

OTHER GROUP ACTIVITIES / EVENTS

Participants were connected to other community activities and services to enrich their experiences and skill building, they are:

Activities with Green Adelaide:

- building pots and plants succulent for social enterprise
- session on how to fix and install water system in the garden/refresher on how to plant certain plants in seasons in Australia/

Salisbury Council:

- Pottery lesson to learn how to make and produce their own clay pots.

Connecting with local business to learn more on social enterprise and selling their products, such as:

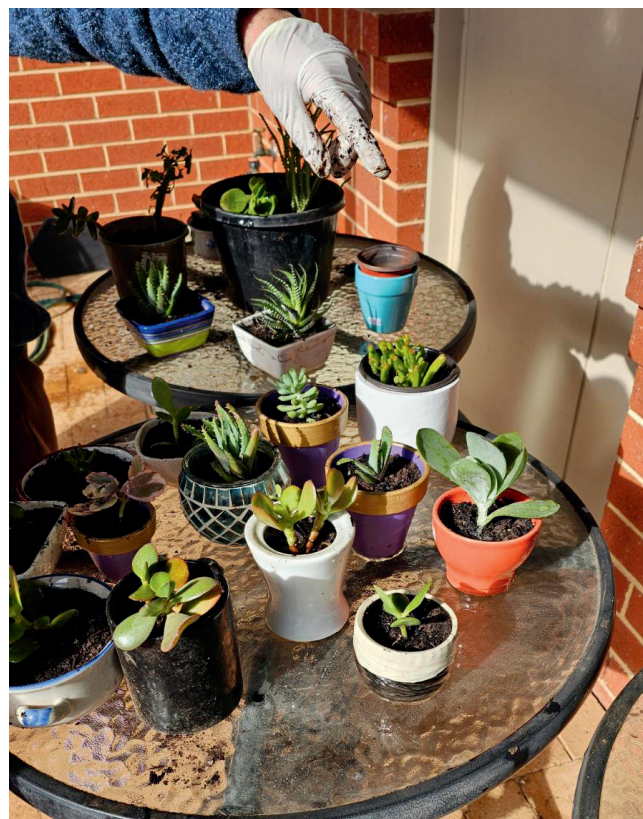
- Participated in various Salisbury market to sell the pot plants
- Participated in Para hills market to sell pot plants
- Participated at CAaSSA's Social Enterprise Friendship Cafe to sell pot plants

Additionally, the group also participated in other Community event such as: CAaSSA's Annual event Harmony Day, Refugee Week event, Bhutanese Independence Day.

PARTICIPANT'S FEEDBACK

Positive feedback has been received both verbal and written from the participants:

- “ This group has changed my outlook in life. ”
- “ The flash backs from bad memories has lessened. I am much happier now. ”
- “ I have learned new things that I can teach my family and neighbours at home. ”
- “ My plant pots are growing well in my house. ”
- “ I enjoy being creative in making the pots. ”
- “ I hope we can learn more skills for personal business. ”



AGED CARE SOCIAL GROUP

The goals of these groups are to encourage active elderly individuals in the community to participate in activities, meet new people, and build positive relationships.

The Social Support Group provides opportunities for participants to learn from each other by sharing information, helping to prevent isolation and loneliness. These groups play a vital role in promoting positive outcomes for elderly people, enabling them to maintain healthy and enjoyable lifestyles despite the challenges of aging.

The Vietnamese Social Support Group has been actively engaging its members in a variety of regular activities that promote health and exercise, maintain healthy and enjoyable lifestyles despite deteriorating health due to aging, and slowing the progression of dementia. These activities include physical exercises and brain exercises that overall benefit the elderly:

DANCE

Traditional Dance sessions are organized to encourage physical activity, coordination, and social interaction among members. This involved listening to music, physical movement and brain exercises as the elderly have to count the steps and follow instruction providing both physical and cognitive stimulation.



KARAOKE

Singing sessions provide a fun and engaging way for members to stimulate their cognitive functions and memory.



BINGO

Bingo games are not only enjoyable but also help in enhancing concentration and mental ability. It is a simple yet effective way to engage the mind and foster social connections for individuals with dementia. Bingo involves number recognition, memory recall, and concentration, which can help stimulate cognitive functions for elderly, especially those with dementia.

BODY MOVEMENTS EXERCISES

Our program includes a series of body movement exercises that improve physical health, such as enhancing heart health, bone strength, balance, and coordination. Exercises that enhance balance and coordination help prevent falls, a common concern for older adults.

EXCURSION OUTINGS

Two Outings were organised this year in May at Mt. Lofty Botanic Garden and Adelaide Botanic Garden. The beauty and tranquillity of the botanic garden where elderly interact with nature provide a sense of peace, relaxation, connecting and purpose, thus enhancing emotional well-being. Additionally, the variety of plants and flowers can stimulate the senses and engage the mind thus improve their cognitive health.

In summary, these activities play a crucial role in maintaining the overall well-being of the participants, fostering a sense of community, and providing a supportive environment that addresses both physical and mental health needs. The social support groups aim to achieve positive outcomes for elderly people, enabling independent living. They also bring mental health benefits including improved cognitive function, mood enhancement, and social interaction thus improving quality of life.



“ My mom attends the centre-based program every Monday, and this service is very helpful for me when I need to take some time off to care for her. My mom is very happy when she attends the group, and the activities are very helpful for her dementia. ”

Feedback from a carer





ADULT LEARNER'S WEEK 2023

During the 2023 Adult Learner's Week, our ACE team organised an event to celebration and showcase the achievement of our ACE class participants to the community.

The event was held at Salisbury Community Hub on Thursday 14th September 2023, attracted more than 160 people and aimed to foster a culture of lifelong learning that supports personal growth, social inclusion, and economic development.

The celebration aimed to promote lifelong learning and highlighting the benefits of adult education. The main purposes of this initiative include:

- **Raising awareness about the importance of adult education and lifelong learning:**

A number of speakers were invited to give a speech at the event to motivate the life long learning to attendees. A representative from the Skills SA, Adult Community Education Program was presented to provide information about the Program in South Australia.

- **Encouraging adults** to engage in learning activities, whether for personal development, work, or informal learning. The CAaSSA's Managing Director delivered a speech to inspire participants to engage in our ACE program. The ACE Coordinator also shared successful stories and showcased various learning opportunities available in the community.

There was display of products created by learners throughout the year, such as Vietnamese arts, crafts, and books. The event also featured an Arabic cooking demonstration and Arabic calligraphy session conducted by the Arabic class, fostering a cultural interaction and a sense of belonging amongst learners.

- **Recognising committed learners:** All participants who completed the program were awarded certificate to acknowledge their achievements.

“ *Wisdom is not a product of schooling but of the lifelong attempt to acquire it.* ”

Albert Einstein



INTERNATIONAL DISABILITY DAY "WE ARE BETTER TOGETHER"

The International Disability Day event, organised and hosted by Community Access and Services SA on 7th December 2023 at the Vietnamese Community Hall at CAaSSA premises at Athol Park SA, was a huge success.

The theme of this year's event was "We Are Better together", emphasising that as a community, workplace, team, friendship group or family- we are better together. The event was attended by over 250 individuals, with more than 75% being individuals with disabilities. With active Culturally and Linguistically Diverse clients from the ILC program, the event was designed to be inclusive and welcoming to all guests, regardless of their CALD background or mainstream status. Information was delivered primarily in English, with translations available in Dari, African, Nepali, Farsi, Arabic, and Vietnamese to respect language and cultural barriers..

Member of Parliament Mr. Joe Szakacs, keynote speaker Jessie Smith, who has lived with an acquired disability since the age of 14 due to illness, and Krishna Basnet, a Disability Coordinator with the Bhutanese Australian Association of South Australia, delivered inspiring speeches to encourage the strengths and abilities of people with disabilities. Jessie and Krishna shared their personal experiences of living with a disability.

The event also featured a variety of captivating performances, including a magic show that transcended language barriers, a dance performance by students from Vietnamese school, and an exhibition of paintings, drawings, and crochet clothing pieces expertly crafted by NDIS participants currently receiving support from the CAaSSA NDIS service.

The event concluded with the serving of multicultural cuisine from various cultures, expressing gratitude to all attendees for their involvement. This culinary diversity aimed to provide individuals with disabilities with a variety of accessible and enjoyable culinary experiences, while also honouring and celebrating cultural differences.



HARMONY DAY 2024 "EVERYONE BELONGS"

CAaSSA annually celebrates the Harmony Day to promote unity and its cultural diversity. Harmony Day was a great success this year, with approximately 200 attendees from diverse backgrounds, including African, Bhutanese, Vietnamese, and Arabic communities.

The event was attended by stakeholders, VIPs from the SA state government (Hon. Joe Szakacs and Hon. Jing Lee), and our VNCASA MC, Ms. Khuyen Tran.

We organized a variety of multicultural activities to encourage participants to reflect on the importance of inclusiveness, respect, and a sense of belonging for everyone. The day's highlights included a display of cultural artefact and on-stage performances by different cultural groups. Notable performances featured a Korean Hip Hop Dance, showcasing the recent popularity of K-Pop, an interactive Indonesian Angklung Bamboo music session, and Arabic calligraphy. Additionally, CAaSSA staff performed a duet song titled "Number" on stage.



CULTURAL DISPLAY AND ACTIVITIES ON THE DAY

There were 5 Cultural Artefact Display table, representing 5 different cultural groups, including:

- > First Nation's culture
- > Vietnamese's cultural artefacts display and traditional cloths
- > Iraqi's cultural artefacts display and traditional cloths
- > Nepalese and Bhutanese's cultural display and traditional cloths
- > Various African cultural groups display and traditional cloths

Information Stall: 5 Information Table were set up by:

- > SAPOL,
- > Feros Care,
- > Hepatitis SA,
- > SONDER and
- > CAaSSA information

Other Activities:

- > African drumming session: A table was also set up for participants to learn playing African Drum.
- > The highlight of the lunch was the multicultural food tasting. This year lunch was enriched with 6 different cultural food varieties served on the day.
- > To cap the day, CAaSSA staff from the Bhutanese/ Nepalis culture prepared the HOLI festival of colours to share the blessing to everyone.

- “ The program was fun and good, hip-hop dance was great. ”
- “ Great singing from Nicholas ”
- “ Good coffee! ”
- “ Good food for lunch, enjoyed the variety of food. ”
- “ Enjoyed the Bamboo interactive instrument song ”



VOLUNTEERS CELEBRATION VOLUNTEER WEEK

National Volunteer Week is Australia's largest annual celebration of volunteers, and at CAaSSA, we take this opportunity to express our heartfelt gratitude to those who dedicate their time and effort to supporting our community.

On 22nd May 2024, CAaSSA hosted a Volunteer Week Celebration to honour and appreciate our volunteers. The event was held at Ninh Kieu Vietnamese Restaurant, with 48 of our dedicated volunteers in attendance.

The celebration featured speeches by MC President Khuyen Tran and Acting Managing Director My Phuong Sramek. A personalized PowerPoint presentation was shown, highlighting and recognizing each volunteer and their valuable contributions.

At this Event, we recognize the significant contributions of CAaSSA volunteers to our success. They take on various roles, including administrative tasks like filing, preparing meals for vulnerable individuals, assisting with Aged Care Program activities, teaching English, and supporting the Clean Needle Program. In response, the ILC staff prioritized showing appreciation for our volunteers and inspiring community involvement.

“ I enjoy doing volunteer work in the community because it brings joy and meaning to my life. Helping others and contributing to the community makes me feel happy and appreciate the values of life. ”

Feedback from a volunteer after the Event


We also have a Power Point presentation to pay tribute to those volunteers who have passed away in recent years Ms. Le Tuyet Hong, Ms. Hoang Thi Hanh, and Mr. Le Quang Thua. At the event, we spoke of their stories and how they generously devoted their time and care to helping others, leaving a lasting impact on many lives.

The event was a collaborative effort involving the Aged Care, ILC Social Community Participation, and ILC Economic teams. Staff shared information about volunteer opportunities, allowing attendees to explore various roles and programs. Feedback from attendees was overwhelmingly positive, with many enjoying the Vietnamese lunch and the lively karaoke session.






VIETNAMESE COMMUNITY SCHOOL IN SOUTH AUSTRALIA (VCSSA)

 **672** students enrolled in 2024

 **21** Vietnamese classes with 508 students

 **9** Maths classes with 164 students

For over 44 years, dedicated volunteer teachers and staff have contributed towards disseminating Vietnamese language and culture in South Australia to preserve our community language.

STRATEGIC DIRECTION:

Under our "i9 Strategic Direction," we aim to:

- i1** **Integrate** the Australian Curriculum of "Connect, Collaborate & Create" into our teaching practice.
- i2** **Instil** a love for language and culture in our next generation of Vietnamese-Australian students.
- i3** **Involve** and incorporate the voices of students, teachers, and parents.
- i4** **Invest** in the professional development of volunteer teachers and staff.
- i5** **Inform** stakeholders about our common school purpose and teaching philosophy.
- i6** **Initiate** sustainable relationships with government, community, and mainstream schools.
- i7** **Improvise** around our plan to adapt to changing environments
- i8** **Identify** the availability of a suitable, long-term school venue for our students
- i9** **Intercultural** engagement with South Australia's diverse multicultural communities
- i10** **Intergenerational** connections to cultivate and shape our Vietnamese cultural identity in Australia

OUR TEACHING PHILOSOPHY:

- > helping students to gain an understanding of their cultural roots;
- > helping to bridge the intergenerational gap between grandparents, parents and children; and
- > helping future generations to maintain Vietnamese language and culture in Australia.

Founded: 1980



VIETNAMESE COMMUNITY SCHOOL

PRINCIPAL'S REFLECTION:

Did you know? There are over 7,000 languages spoken in the world today.

Languages are the most powerful way to preserve and develop our cultural identity across the world.

The Vietnamese language is used by over 85 million people worldwide, positioning it as one of the Top 23 most spoken languages in the World .

Over my six-year tenure as Principal of the Vietnamese Community School in South Australia (VCSSA), I have witnessed volunteer teachers, parents and students successfully accelerate towards meeting our shared common objectives and I'm pleased to report that total enrolment numbers for Vietnamese language students have stabilised at a healthy 508 students.

The continuous and increasing rate of growth from 376 enrolments in 2019, to peak at 556 enrolments in 2023, came with it additional governance and hazards to sustain, such as:

- > relieving, replacing, retaining volunteers and teachers.
- > uncertainty of a one-year community facility use lease agreement with the host school.
- > high administration load for volunteers to maintain enrolment database, risk management and compliance.
- > under resourced and unstable funding for language learners <5 years old; and students with special learning needs
- > professional development for volunteers to balance an experienced but aging teaching team; whilst keeping pace with the needs of diverse and intergenerational learners.

In line with our school's vision, "To deliver sustainable organisational growth for the Vietnamese Community School through a reputable brand and make it well known for quality Teaching and Learning", language education is a strength of our Vietnamese community in South Australia, and reflects the hard work of volunteer teachers, parents and students to leverage our school from below 37th position in student numbers in 2019,

to currently be in Top 5 in South Australia and gain interest and respect from fellow multicultural community organisations.

This year is the fifth anniversary of our school's logo incorporating our student's creativity and selected by our staff and teachers. Purposely situated as a vital organ in the core of our logo is the Sturt's Desert Pea, South Australia's floral emblem since 1961. Our carefully considered logo and teacher's áo-dài design symbolise a deep gratitude for the opportunities that South Australia has provided for us to preserve our community language and Vietnamese cultural heritage.

VCSSA respectfully acknowledge the traditional lands of the Kurna people and our school will continue to proudly include South Australia in its branding and corporate strategic focus, to protect our cultural identity, preserve our mother language and prosper our Vietnamese community's presence and participation in Australia.

KHUYÊN (QUIN) TRẦN
Principal



Vietnamese Community School in SA



TẾT: VIETNAMESE LUNAR NEW YEAR THE YEAR OF THE DRAGON

“Tết” is the Vietnamese Lunar New Year. This celebration is the most significant festival marking the beginning of a new year based on the lunar calendar. It holds great importance for Vietnamese families, bringing everyone together for celebration, reflection, and unity.

This year marks the “Year of the Wood Dragon”, known as “Giáp Thìn” in Vietnamese. The Dragon symbolises power, strength, luck, and leadership, while the Wood element represents growth, creativity, and flexibility. Together, the Wood Dragon embodies a year of dynamic energy, innovation, and expansion, offering opportunities for personal and communal growth.

ADELAIDE TẾT FESTIVAL 2024

Cultural festivals play a vital role in promoting multiculturalism and fostering harmony among diverse groups in South Australia. The Vietnamese Adelaide Tết Festival aims to unite various community associations, encouraging collaboration, shared experiences, and mutual growth, as we strengthen bonds across cultures.

The 2024 Adelaide Tết Festival took place on Sunday, 18th February, at the Vietnamese Community Centre in Athol Park, bringing the event back to the heart of the Vietnamese community. The festival was generously supported by funding from both State and Local Governments. Despite the warm and sunny summer day, the event attracted over 5,000 attendees, including



community leaders and elected officials from Local, State, and Federal Governments.

Additionally, voluntary donations amounting to approximately \$5,000 were raised, demonstrating the community spirit and unwavering support from the Vietnamese community in South Australia. Despite the incoming 26th Management Committee having only a couple of weeks to organise the event, its success was made possible by the hard work and dedication of local volunteers and community members. This event achieved a net profit of approximately \$10,000, which has been reinvested back into the Vietnamese Community in Australia (SA Chapter) for community use.



CULTURAL FESTIVALS

VIETNAMESE FULL MOON FESTIVAL

The Full Moon Festival is an annual celebration traditionally focused on children within Vietnamese culture.

The 2023 Vietnamese Full Moon Festival, held on 30th September at the Vietnamese Community Centre in Athol Park, with several activities for children such as: Lantern-making, gift-giving for children and children interactive games. This could not have been possible without the unwavering support and dedicated efforts of the Vietnamese volunteers from our community once again.



49TH BLACK APRIL COMMEMORATION

On 30th April, we honoured and reflected on the 49th anniversary of the fall of South Vietnam to the communist regime at the Vietnam War Memorial Torrens Parade Ground.

This day serves as a solemn reminder of the hardship endured by Vietnamese political refugees who were forced to leave their homeland and seek asylum abroad. Although we have found freedom in our new home in South Australia, the Vietnamese diaspora continues to advocate for freedom and human rights in our motherland.

The 49th Black April Commemoration symbolises resilience, loyalty, and a commitment to our shared history. This event was a reminder of the sacrifices made in the past and the ongoing fight for justice and freedom. As we approach the 50th anniversary in 2025, this commemoration continues to unite us in remembering the struggles of the past and the hopes for a brighter future.

HÙNG KING COMMEMORATION

The Hùng Kings Commemoration is an annual event held from the 8th to the 11th day of the third lunar month.

This event honours the Hùng Kings, the founding ancestors and first rulers of Vietnam. The event was held at the Vietnamese Community Centre. It was particularly notable to see our first female President, Ms Khuyen Tran, participate in the formalities, which was made possible by the dedicated coordination and efforts of our community volunteers.



FINANCIAL REPORT

The Financial Report and Financial Summary on the following pages provide an overview of VCASA's financial status for the 2023-2024 fiscal year.

A surplus of \$305,203 has been achieved, which is only slightly down on the prior year's surplus, but is underpinned by ongoing operational efficiencies and substantial increases in investment earnings.

As a non-profit organisation, our primary goal is to serve the community effectively. In line with this mission, the surplus funds generated over the past year are pivotal not just in maintaining our current services but also in expanding them. These funds allow us to build and enhance the infrastructure and resources needed for our community's future. This reinvestment ensures our organisation remains resilient and capable of meeting evolving community needs.

Our total equity as at 30 June 2024 is \$4,190,507 which includes asset revaluation reserves of \$1,513,685 and accumulated surpluses of \$2,676,822.

It is with great pleasure that once again we are able to report our community's financial position is stronger than ever, thanks to the dedication of our hardworking management committee, staff and volunteers.

Contributing to the increase in our total equity, in addition to the aforementioned surplus, the community premises at 62 Athol Street has been revalued to value to \$2 million as at 30 June 2024, representing an increase of \$750,000. This increase is primarily attributable to extensive renovations and improvements to the community kitchen and amenities, which were partly funded by government grants.

Finance Team



Our cash flow statement shows a net decrease in cash and cash equivalents of \$639,916. We began the fiscal year with \$3,523,307 in cash and cash equivalents and ended with \$2,883,391. In addition to grant funding spent on improvements to the community hall, kitchen and facilities, a further amount of approximately \$577,000 was spent on this project. Furthermore, we purchased a brand new van, and our liability for unspent grant funding was significantly reduced throughout the year. Operationally, strong cash flows were maintained throughout the 2023-2024 fiscal year from our NDIS and Aged Care operations, investment earnings and a consistent flow of government grants. No share investments were made or sold during the fiscal year.

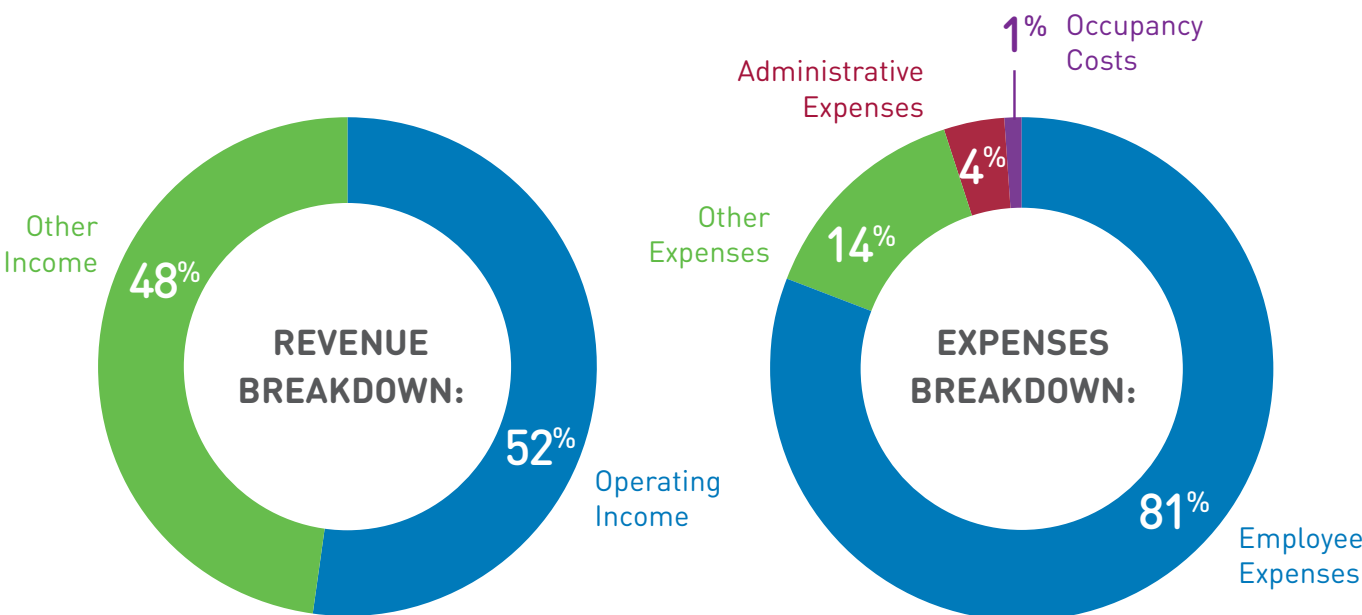
Despite its challenges, the year's financial performance continues along a positive trajectory, and with hard work, we are confident this will continue into the future.

FINANCIAL SUMMARY

STATEMENT OF PROFIT OR LOSS

For the Year Ended 30 June 2024

| | 2024 \$ | 2023 \$ |
|-----------------------------|--------------------|--------------------|
| REVENUE | | |
| Operating revenue | 3,108,135 | 3,035,873 |
| Other income | 2,861,230 | 2,322,848 |
| TOTAL REVENUE | 5,969,365 | 5,358,721 |
| EXPENSES | | |
| Occupancy costs | (72,109) | (29,136) |
| Administrative expenses | (215,627) | (268,651) |
| Employee expenses | (4,594,347) | (3,860,199) |
| Other expenses | (782,079) | (873,756) |
| TOTAL EXPENSES | (5,664,162) | (5,031,742) |
| SURPLUS FOR THE YEAR | 305,203 | 326,979 |

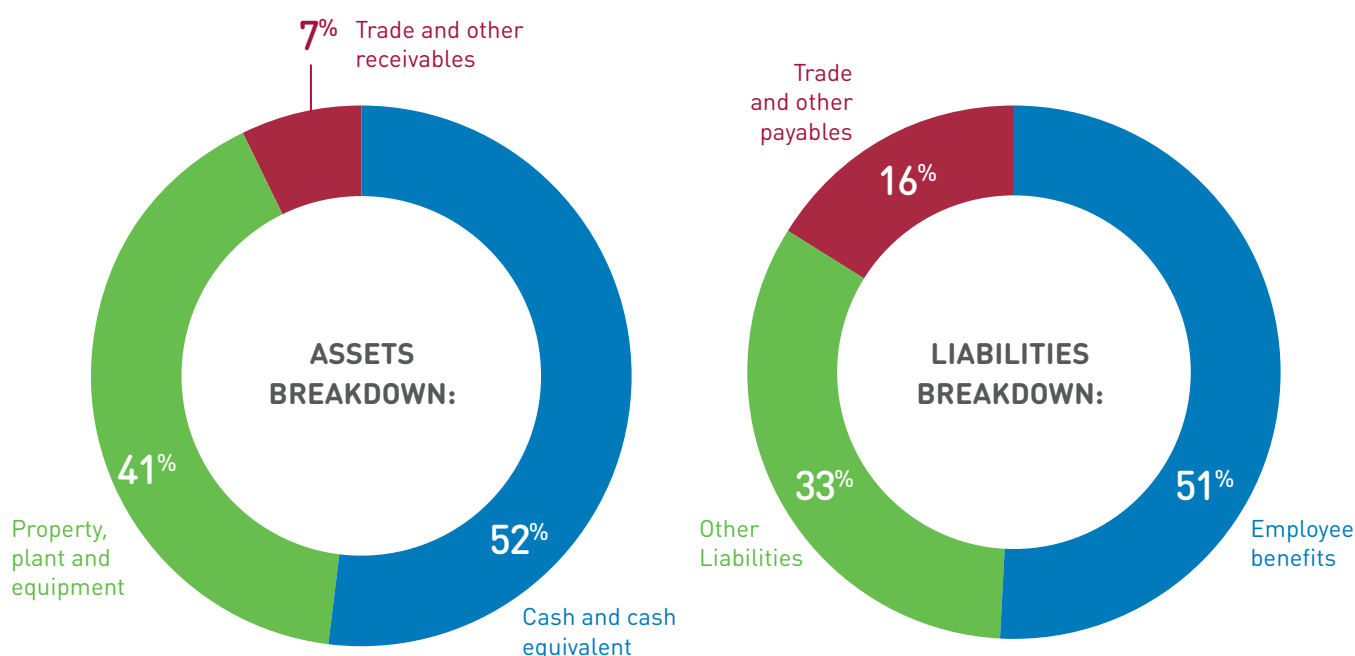


STATEMENT OF FINANCIAL POSITION

For the Year Ended 30 June 2024

| | 2024 \$ | 2023 \$ |
|--------------------------------------|------------------|------------------|
| ASSETS | | |
| Current Assets | | |
| Cash and cash equivalents | 2,883,391 | 3,523,307 |
| Trade and other receivables | 386,258 | 334,758 |
| Other assets | - | - |
| TOTAL CURRENT ASSETS | 3,269,649 | 3,858,065 |
| Non-Current Assets | | |
| Property, plant and equipment | 2,300,000 | 1,505,000 |
| TOTAL NON-CURRENT ASSETS | 2,300,000 | 1,505,000 |
| TOTAL ASSETS | 5,569,649 | 5,363,065 |
| LIABILITIES | | |
| Current Liabilities | | |
| Trade and other payables | 453,790 | 452,977 |
| Other liabilities | 221,250 | 536,702 |
| Employee benefits | 704,102 | 660,493 |
| TOTAL CURRENT LIABILITIES | 1,379,142 | 1,650,172 |
| Non-Current Liabilities | | |
| Employee benefits | - | - |
| TOTAL NON-CURRENT LIABILITIES | - | - |
| TOTAL LIABILITIES | 1,379,142 | 1,650,172 |
| NET ASSETS | 4,190,507 | 3,712,893 |
| EQUITY | | |
| Reserves | 1,513,685 | 1,359,353 |
| Accumulated surplus | 2,676,822 | 2,353,540 |
| TOTAL EQUITY | 4,190,507 | 3,712,893 |

FINANCIAL SUMMARY



STATEMENT OF CASH FLOWS

For the Year Ended 30 June 2024

| | 2024 \$ | 2023 \$ |
|--|------------------|------------------|
| CASH FLOWS FROM OPERATING ACTIVITIES: | | |
| Receipts from grants | 3,108,134 | 3,035,873 |
| Net cash payments to suppliers, employees, etc. | (5,968,611) | (5,030,333) |
| Interest & dividends received | 100,037 | 27,068 |
| Receipts from other Income | 2,761,193 | 2,546,551 |
| NET CASH PROVIDED BY/(USED IN) OPERATING ACTIVITIES | 753 | 579,159 |
| CASH FLOWS FROM INVESTING ACTIVITIES: | | |
| Purchase of property, plant and equipment | (640,669) | - |
| NET CASH PROVIDED BY/(USED IN) INVESTING ACTIVITIES | - | - |
| Net increase/(decrease) in cash and cash equivalents held | (639,916) | 579,159 |
| Cash and cash equivalents at beginning of year | 3,523,307 | 2,944,148 |
| CASH AND CASH EQUIVALENTS AT END OF FINANCIAL YEAR | 2,883,391 | 3,523,307 |

2023-2024 VOLUNTEERS

CAaSSA would like to sincerely thank to all volunteers and Students on placement during the 2023-2024, who have given their time and commitment to serve the Community and especially our clients through different services:

ALHALAK, MANAL
BETTS, MARIA
CHAU, HUE-LANG
CHU, THI-KIM-DUNG
DAHAL, NABIN
DANG, VAN-HAI
DINH, THI-CHUNG
DOAN, THI-HEN
DUONG, THI-TUYET-HOA-SUONG
HOANG, THI-DUNG
KARKI, HEMAN
LAM, SAO
LE, DINH-PHUC
LE, MY-DUNG
LE, THE-HUNG

LENNARD, ROBBIE
LUONG, MY-KHANH
LY, HONG-SON
LY, KIM-CUONG
LY, KIM-MAI
MUBAYED, MOHAMMAD
NGUYEN, HANNAH
NGUYEN, KHANH-LINH
NGUYEN, MARIA-HOA
NGUYEN, NHAN
NGUYEN, THI-ANH- NGUYET
NGUYEN, THI-KIM-THO
NGUYEN, THI-THANH
NGUYEN, THI-XUAN-MAI
NGUYEN, TOMMY-THONG
NGUYEN, THU-HUONG

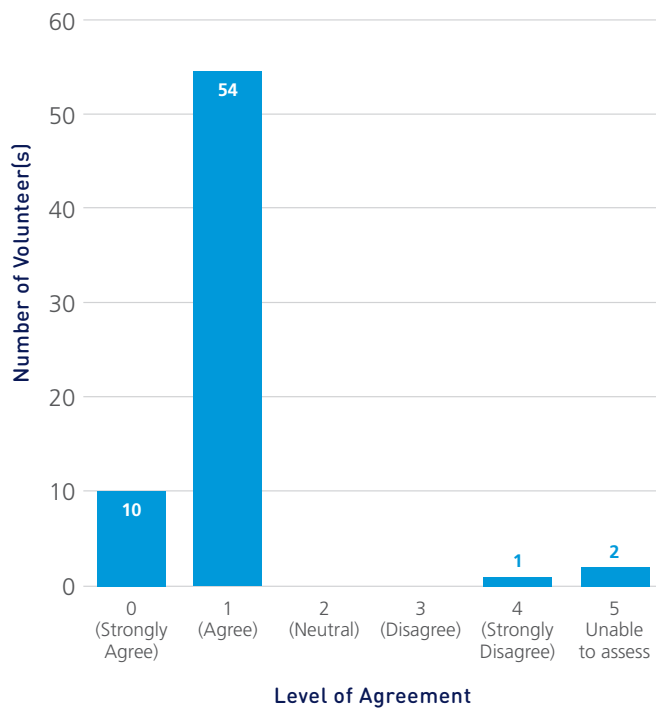
NGUYEN, SON
NGUYEN, VAN-TRUNG
PHAN, VAN-PHUOC
PHAM, VAN-THANG
SCHUBERT, BRIAN
TRAN, KIEU-DUNG
TRAN, LIEN
TRAN, MINH-THE
TRAN, THI-BICH-DAO
TRAN, VAN-DANG
TRUONG, HUY
TU, MAI
TU, XAY
VAN, HONG-HAI
VAN, MY-PHUONG
VAN, NGHIA-PHONG



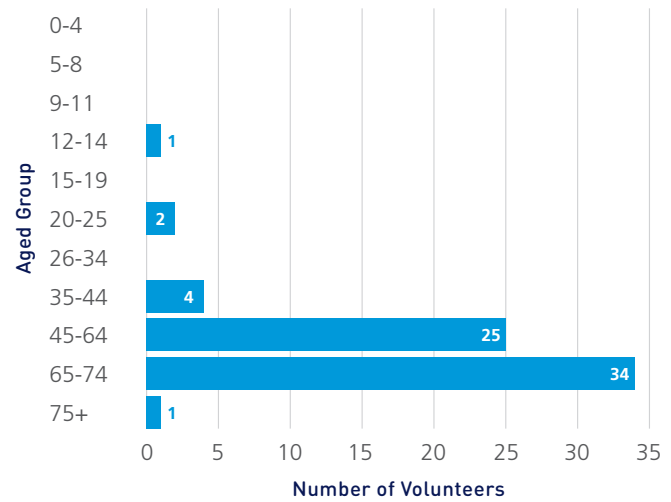
Volunteer Team

ACKNOWLEDGEMENT

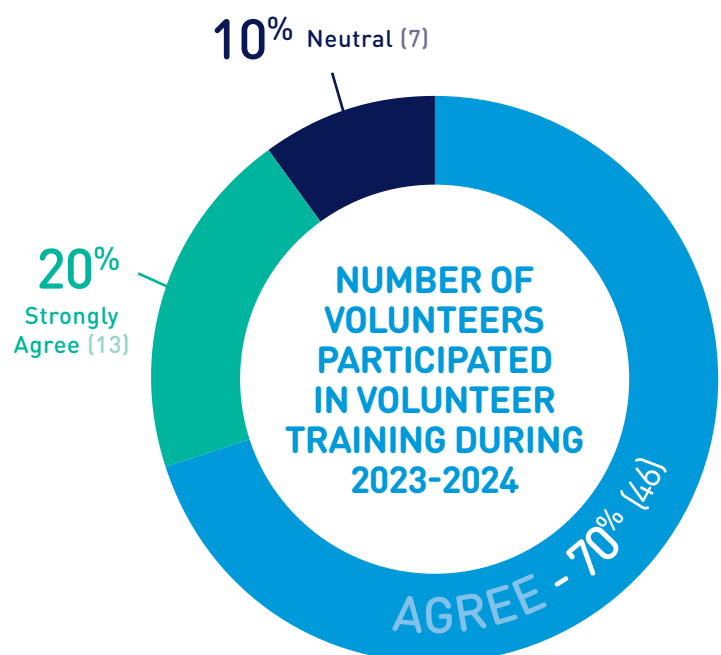
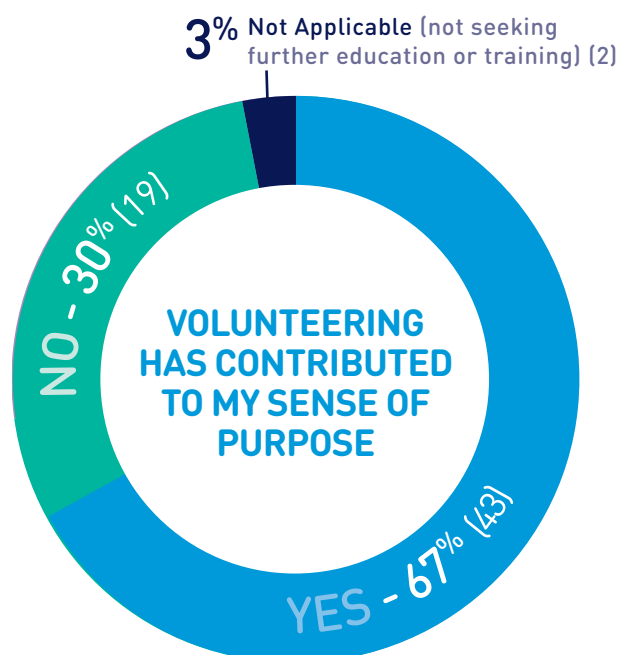
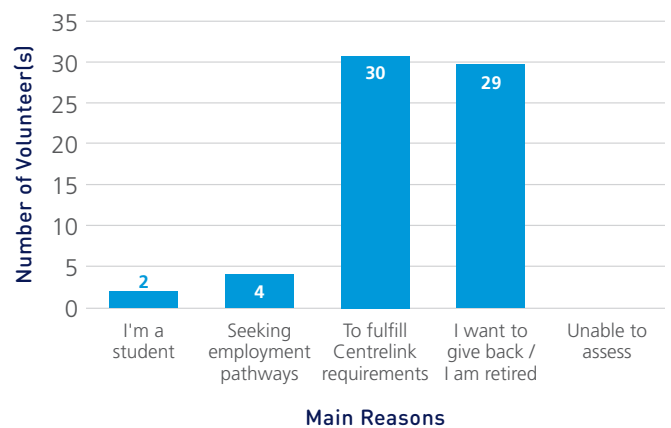
VOLUNTEERS FEEL CONTENT WITH THEIR FRIENDSHIPS AND RELATIONSHIP AS RESULT OF VOLUNTEERING AT CAASSA



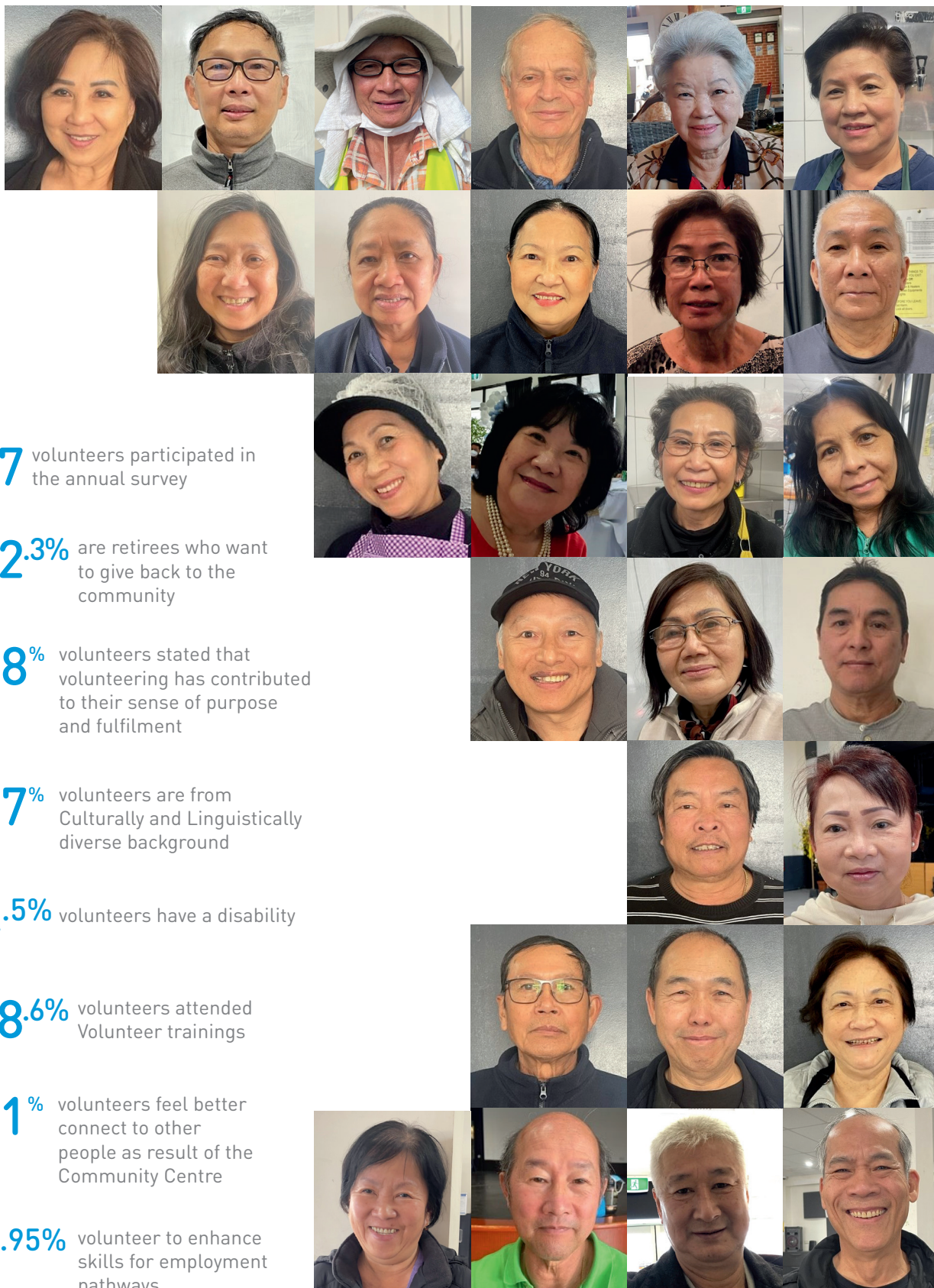
CAASSA VOLUNTEERS' AGED GROUPS



PRIMARY REASON FOR VOLUNTEERING



ACKNOWLEDGEMENT



67 volunteers participated in the annual survey



32.3% are retirees who want to give back to the community



88% volunteers stated that volunteering has contributed to their sense of purpose and fulfilment



97% volunteers are from Culturally and Linguistically diverse background



4.5% volunteers have a disability



28.6% volunteers attended Volunteer trainings



91% volunteers feel better connect to other people as result of the Community Centre



8.95% volunteer to enhance skills for employment pathways

ACKNOWLEDGEMENT

A Tribute to Our Volunteers

At Community Access and Services SA, our volunteers have always been the heartbeat of our mission. Their selfless dedication, compassion, and unwavering support have touched countless lives.

These volunteers gave generously of their time, skills, and hearts. Whether they were offering companionship to the elderly, or supporting the day-to-day functions of our organization such as cooking for cheap meals service, transporting elderly to attending community events and social group, their contributions were invaluable. They worked tirelessly, often behind the scenes, but their impact was profound.

We honour the memory of Ms. Trần Thị Tuyết Hồng, who'd volunteered since 2019 and are no longer with us but whose legacies continue to stay with our Service. Her kindness and dedication will be greatly missed, and her memory will forever remain a part of CAaSSA.

Our thoughts are with her family and friends during this difficult time, and we are eternally grateful for her contributions to the Vietnamese community.



**Ms. Trần Thị
Tuyết Hồng**

“ *She is a good volunteer with a good heart to help people, we missed her so much.* **”**

**Feedback from a
fellow volunteer**

“ *We're so grateful to have you as part of our team, and we want you to know that your efforts are deeply appreciated, we miss you.* **”**

Aged care staff team

FUNDING BODIES 2023/2024

On behalf of the Vietnamese Community in Australia/ SA Chapter, we would like to thank the following government departments and non-government organizations for their support and partnerships that have enabled us to continue to develop and provide a culturally and linguistically appropriate service to disadvantaged people in the community.

Adelaide Primary Health Network

Drug Treatment Program

Alcohol and Drugs Foundation

Local Drugs Action team

Charles Sturt Council

Moon Festival

Department for Education-Skills SA

Adult Community Education Program

Department of Health and Aged Care

Commonwealth Home Support Program

Department Of Home Affairs

Department of Human Services

Community Neighbourhood Development

Department of Human Services

Community Connections

Department of Human Services - Office for Problems Gambling

Department of Social Services

ILC Social & Community Participation; ILC Economic

NEAMI Consortium

Wellness Connect

South Australia Department of Premier and Cabinet

Tết Festival and Community Kitchen project

Southern Adelaide Local Health Network Incorporated

Drugs and Alcohol Services SA



SUPPORTERS

PARTNERSHIP

We would also like to thank the following partners for their support to CAaSSA. These partnerships and supports have been most valuable in ensuring the ongoing implementation of a holistic service to the most disadvantaged groups in our community, namely:

- › Aged Care and Housing Group (ACH Group)
- › Anglicare Community Connect Partner
- › Australian Migrant Resource Centre (AMRC)
- › Accept Care
- › Auctus Training and Education
- › Carers SA
- › Club Safe
- › City of Charles Sturt
- › City of Port Adelaide Enfield
- › City of Salisbury
- › Community Centres South Australia (CCSA)
- › Consumer Business SA (CBS)
- › Diamond House
- › Drugs and Alcohol Services, SA (DASSA)
- › ECH – Independent Aged Care
- › Family Drugs Support Services SA (FDS)
- › Feros Care
- › Flinders Psychological Therapy Services
- › Flinders Wellbeing Center
- › Five Good Friends
- › Gaming Care
- › Health Care Australia
- › Helping Hand
- › Hepatitis SA
- › House of Saint Hilarion
- › Just Home Care Packages
- › Komplete Care
- › Legal Services Commission of South Australia
- › Let's Get Care
- › Lingcare
- › Maxima
- › MCCSA
- › Mission Australia
- › Mount Carmel College
- › Multicultural Aged Care (MAC)
- › National Aging Research Institute
- › NDIS Local Community Partner
- › Northern Volunteering SA
- › OARS Community Transition
- › Parks Library
- › PP Hortico PTY
- › Purple Orange
- › Relationship Australia -Consumer Voice Program
- › Resthaven
- › SA Police
- › Salisbury East Neighborhood Center
- › Senior Helpers Fleurieu
- › Sex Industry Network
- › Skycity Adelaide – Host Responsibility Team (HRT)
- › SONDER
- › South Australia Network of Drugs and Alcohol Services (SANDAS)
- › STTARS
- › The Social of Saint Hilarion Aged Care Inc.
- › Trilogy Care
- › Uniting Communities, SA
- › Wellness connect consortium
- › Women's Safety Services, SA
- › Work skill Australia Employment & Community Services





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Community Access & Services SA is the social, community & health services branch of the Vietnamese Community in Australia/ South Australia Chapter Inc.